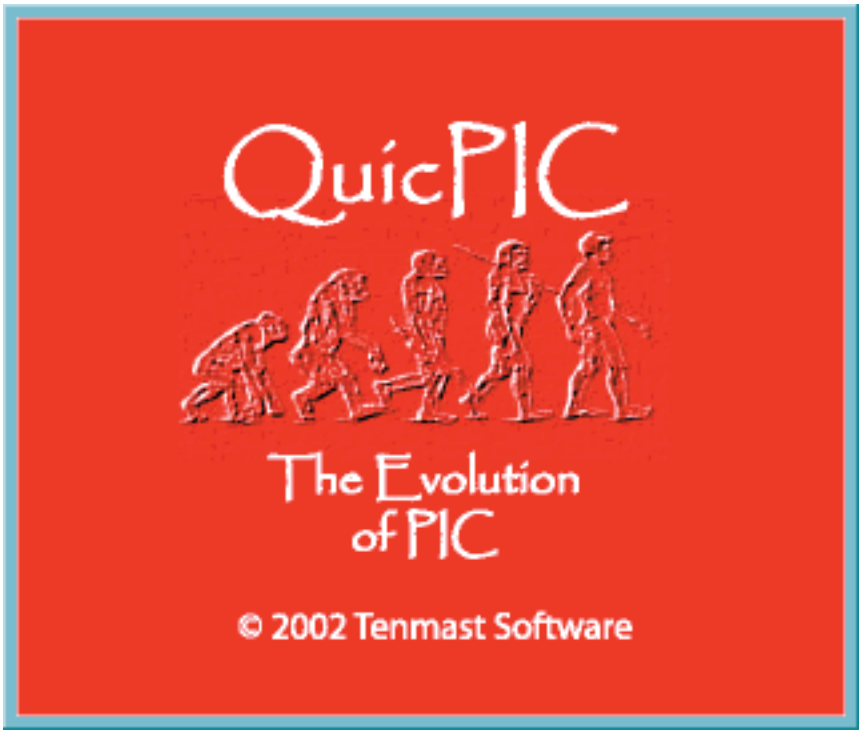

QuicPIC User Manual

8/17/2004 Edition

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QuicPIC User Manual

User Manual Edition: 8/17/2004
For Program Version: 8/17/2004

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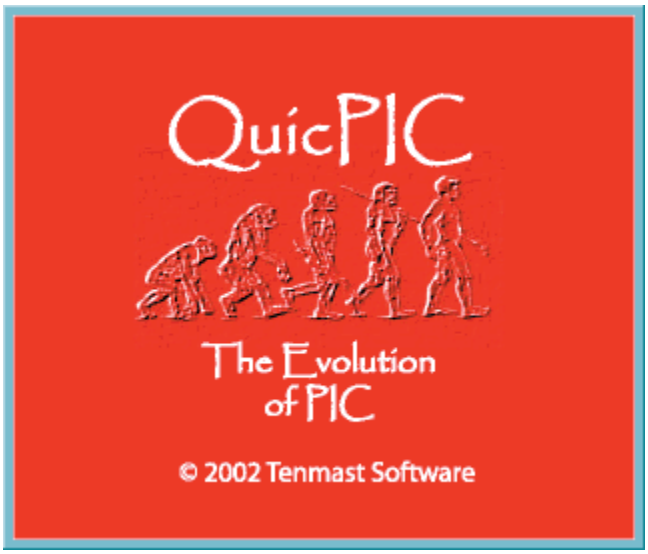
Any references to company, housing authority, or individual names or identities in examples or screen images are for demonstration purposes only and are not intended to refer to any actual organization or person.

Introduction

QuicPIC is a Windows program that automates your 50058 data processing through the Public and Indian Housing Information Center (PIC). Among other things, the program is a dedicated Web browser that automates the PIC submission and error report retrieval process. QuicPIC also is designed to trap all 50058 errors before you submit your records to PIC. In addition, QuicPIC is a database that stores your PIC Ticket Numbers, Error Reports, and other PIC data, and it retrieves useful reports from the PIC Web site.

This manual provides function-by-function instructions for use of the QuicPIC program.



System Requirements

QuicPIC is designed to operate on a single computer workstation. The minimum system requirements are:

Processor:	200MHz or faster Pentium or equivalent
Operating System:	Windows 98/ME/2000/NT/XP
Disk Space:	50 Mb
Memory:	128 Mb
Internet Connection:	dialup, DSL, cable modem, or T-1

Installation

QuicPIC is licensed for use on a single computer. If you intend to use the program on multiple computers, you need to purchase a QuicPIC license for each of those installations. Once each licensed installation is installed, you must register it with Tenmast before the program will operate.

If you are installing QuicPIC from a CD, insert the CD in the CD drive of your computer. The CD is designed to "auto-run" and the installation process should begin automatically. If the installation does not begin automatically, click the Windows Start button and select the Run option from the popup menu. Enter "d:\setup" (where "d" is the drive letter of your CD drive) in the Open field and click OK.

If you downloaded the installation program from the Tenmast Web site, double-click on the downloaded file to start the installation process.

During the installation you will be prompted to indicate your agreement with the QuicPIC license agreement. THE LICENSE AGREEMENT CONTAINS IMPORTANT LANGUAGE ABOUT THE RIGHTS AND LIMITATIONS REGARDING YOUR USE OF THE PROGRAM. THE AGREEMENT ALSO SPELLS OUT THE SUPPORT AND MAINTENANCE OBLIGATIONS OF TENMAST SOFTWARE. YOU ARE BOUND TO THIS AGREEMENT ONCE YOU INSTALL THE PROGRAM, SO READ IT CAREFULLY BEFORE INSTALLING THE PROGRAM.

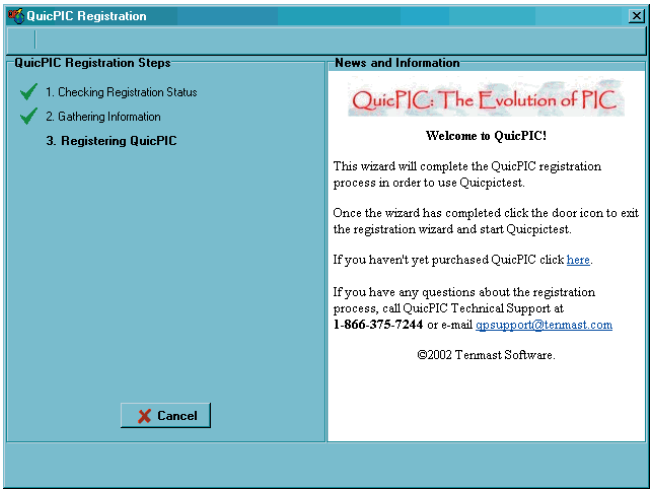
The installation process also recommends an installation directory for the program and its data files. We recommend you accept the default directory location and click the Next button.

Registration

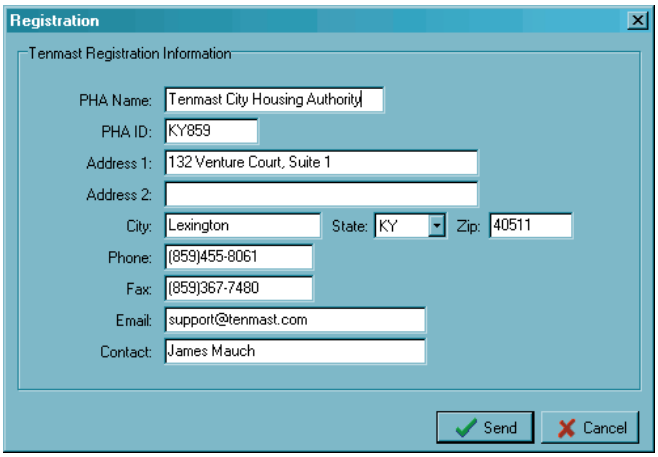
Once the automatic installation is complete, a QuicPIC program icon appears on your desktop. Double-click on the icon to start the program. Before the program starts, it prompts you to register the program license with Tenmast Software. YOU MUST REGISTER THE PROGRAM LICENSE WITH TENMAST BEFORE YOU CAN USE IT.

In order to register your license, you must have an active Internet connection on the computer on which QuicPIC is installed. If you do not have an active Internet connection on the computer, create a connection before proceeding with the registration. You can also cancel the registration process and return to the program at a later time to complete the registration, BUT YOU WILL NOT BE ABLE TO USE THE PROGRAM UNTIL THE REGISTRATION IS COMPLETE.

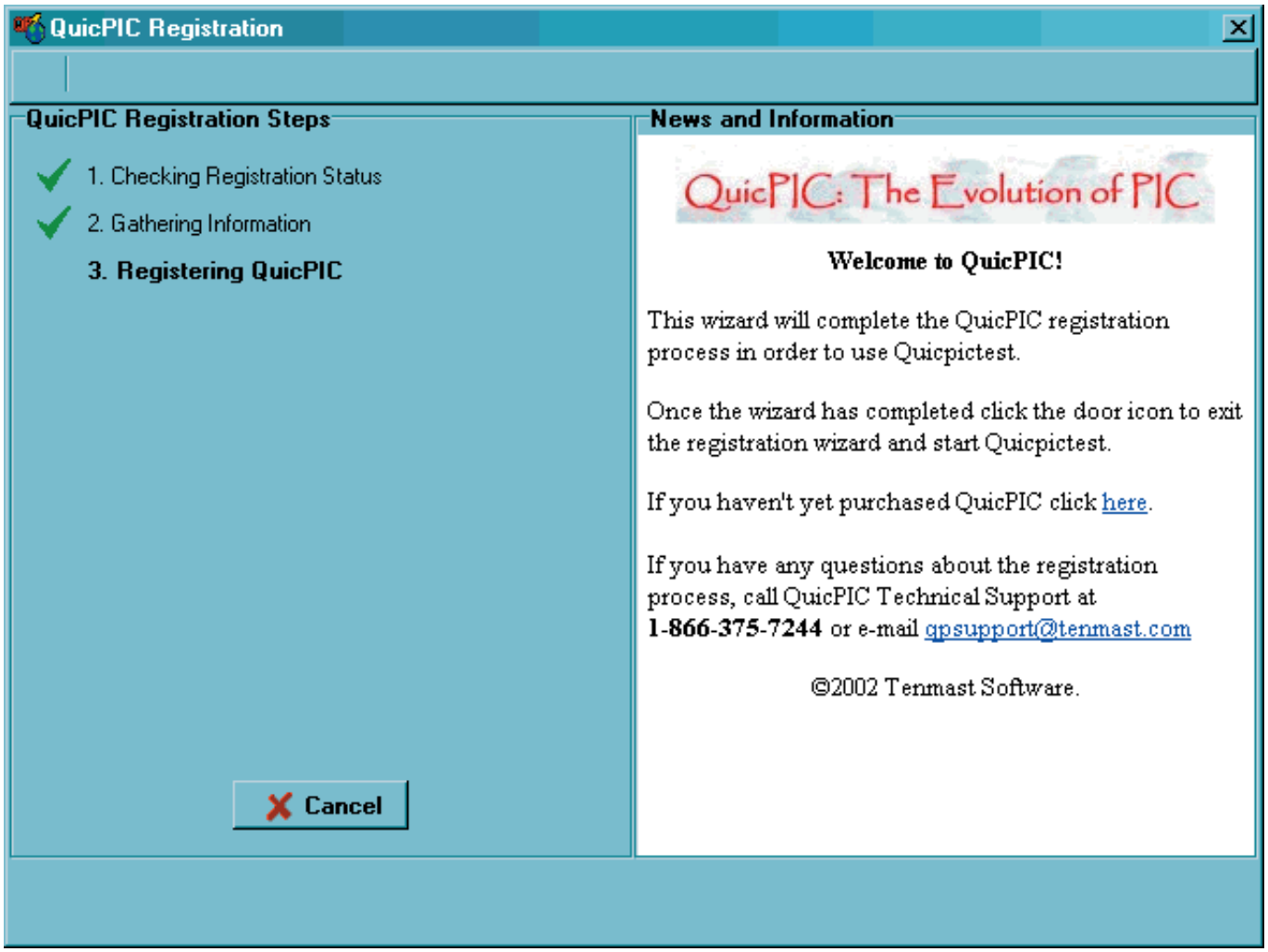
When you start the program for the first time, a registration wizard begins:


QuicPIC Registration
QuicPIC Registration Steps
1. Checking Registration Status
2. Gathering Information
3. Registering QuicPIC
Cancel
News and Information
QuicPIC: The Evolution of PIC
Welcome to QuicPIC!
This wizard will complete the QuicPIC registration process in order to use Quicpictest.
Once the wizard has completed click the door icon to exit the registration wizard and start Quicpictest.
If you haven't yet purchased QuicPIC click here.
If you have any questions about the registration process, call QuicPIC Technical Support at 1-866-375-7244 or e-mail qpsupport@tenmast.com
©2002 Tenmast Software.

After checking your computer for the installation, the following Registration dialog box appears:



Enter all the information requested in the Registration dialog box. Once you have entered your registration information, click the Send button. The registration wizard (shown below) continues through the registration process. QuicPIC connects to the Tenmast registration server, which will confirm your registration information. When the confirmation message appears, informing you that your registration is complete, you can begin to use the program.


QuicPIC Registration
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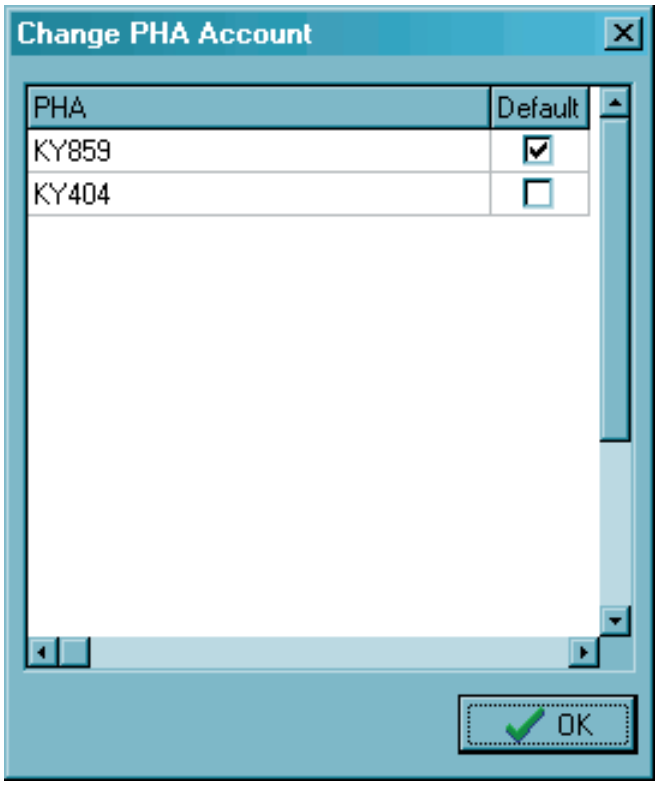
©2002 Tenmast Software.

Startup

Once the QuicPIC program is registered, you can start it at any time by double-clicking the QuicPIC icon on your Windows desktop. If you have set up multiple PIC login accounts (for multiple PHA IDs), the following Change PHA Account dialog box appears:



Select the PHA login account you want to work with from the list of accounts you created and click OK.

NOTE: You can also check the Default box next to one of the available PHA IDs. If you do, the program will bypass this dialog box on future start-ups. You can always change your default PHA setting in QuicPIC's Setup area once the program is running.

If you are using QuicPIC with only one PHA account, the startup sequence does not include the Change PHA Account dialog box.

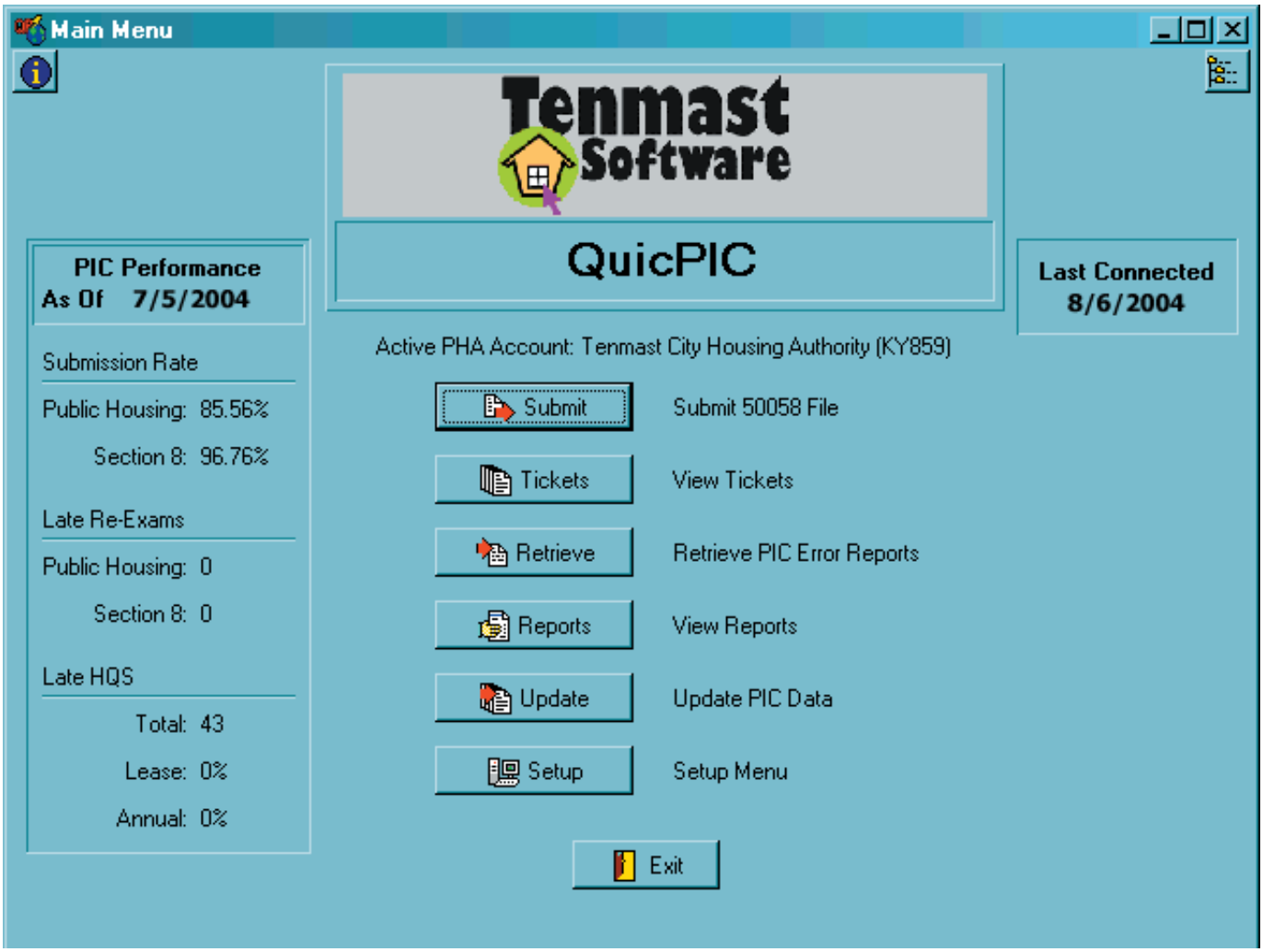
Once the startup sequence is complete, the program proceeds to the Main Menu screen.

Hint: Multiple Licenses?

Although only Public Housing Authorities can license QuicPIC, some Housing Authorities manage the developments and other program for more than one HUD PHA ID. QuicPIC can be configured to manage PIC data processing for multiple PHA IDs.

Main Menu

When you start the program, a QuicPIC splash screen appears briefly as the program loads itself for operation. When startup is complete, the Main Menu screen opens:



Each of the major program functions is represented by a button on the Main Menu screen. Clicking any of the Main Menu buttons opens the interface screen for the associated function. Each of the Main Menu program functions is described in the following sections of this manual.

Peripheral Main Menu Functions

The Main Menu screen also contains peripheral function buttons. The Information button in the upper left corner of the screen opens the About dialog box. This dialog box provides access to program information, such as the program version you are currently running and your registration data.

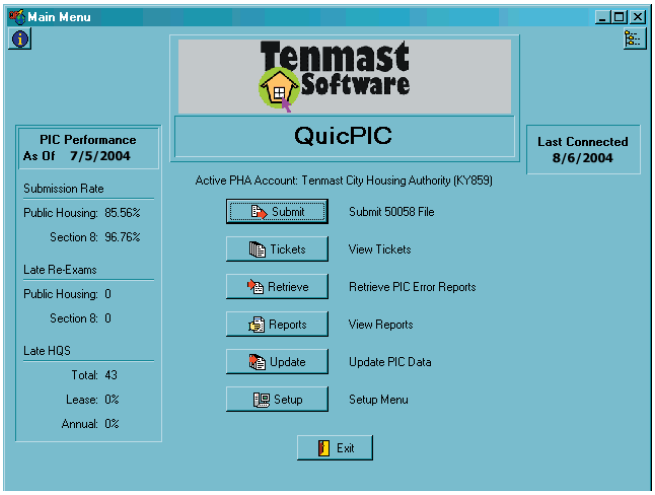
The Change Directory button in the upper right corner opens the same PHA Login dialog box that appeared when you first started the program. Clicking this button allows you to change the PHA Login account you are currently working in without having to exit the program and restart.

The Main Menu screen also displays the Last Connected Date on the right side of the screen. This is the last date on which QuicPIC logged onto the PIC site for either a submission or error report retrieval. The program automatically updates this date after each such connection.

Finally, the Main Menu screen summarizes your agency's PIC submission performance on the left side of the screen. This includes your Public Housing and/or Section 8 submission rates and late re-exam figures, as well as your Section 8 late HQS inspection figures (if applicable). This gives you an at-a-glance overview of your PIC submission status. See the Reports chapter for more information on your PIC performance data,

Program Setup

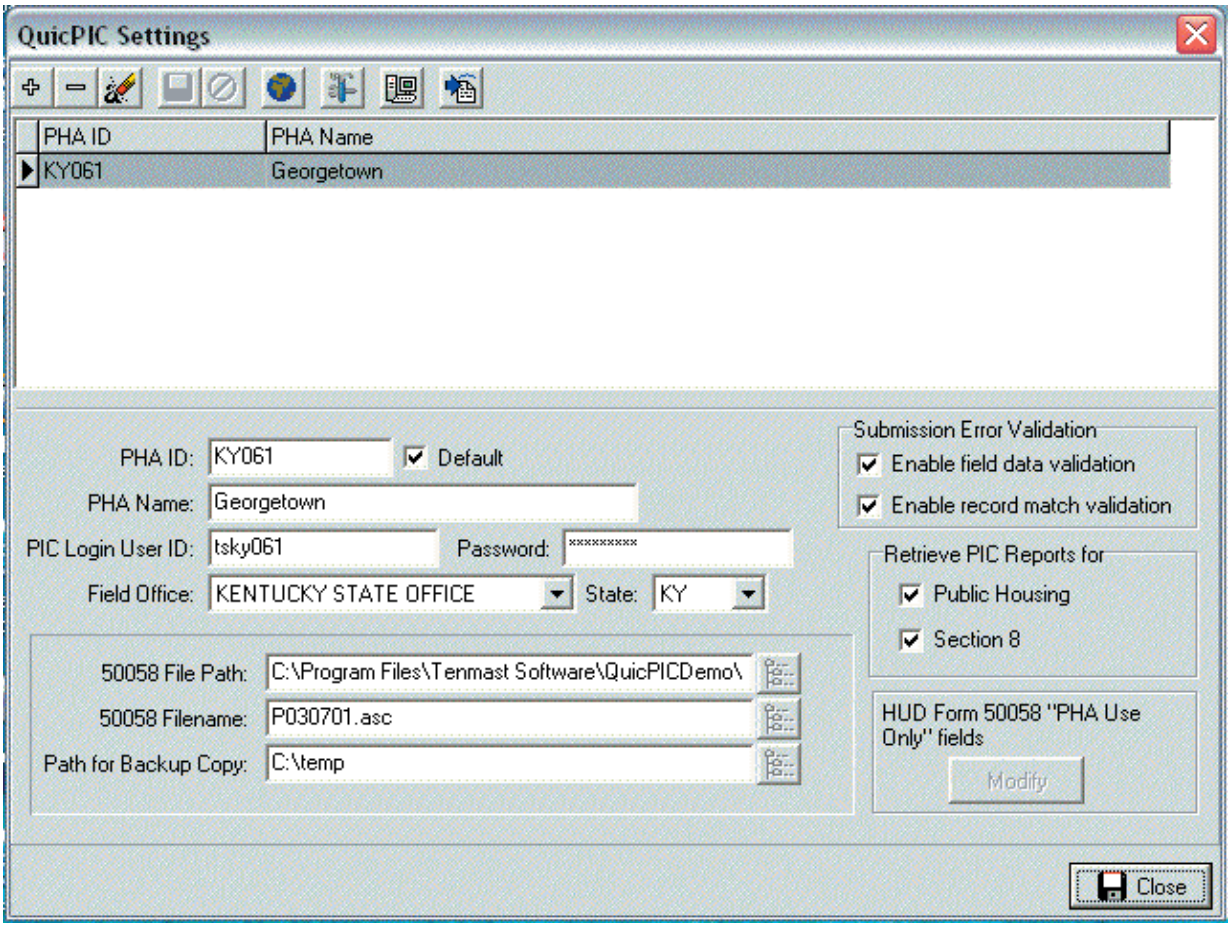
When you first install QuicPIC, you must configure the program to communicate with the PIC Web site through your computer's Internet connection. This is a one-time process, and you should not need to change the settings once you have established them, unless your network environment changes.



Click the Setup button on the Main Menu screen to open the QuicPIC Settings screen.

The QuicPIC Settings screen contains the basic PIC login and submission file data for each PHA ID you use to submit 50058 data to PIC. The top portion of the screen contains a table of all PHA IDs in your QuicPIC configuration database. The bottom portion of the screen contains the PIC login and submission file data for the PHA ID that is currently selected in the table. To select a different PHA ID, click on its row in the table.

Above the table of PHA IDs is the QuicPIC Settings toolbar. The toolbar contains buttons for editing your setup data and Internet settings (e.g. proxy and firewall settings).



Setting and Selecting PHA Accounts

When you started the program for the first time, it prompted you to enter the PHA ID and the name of the agency for which you will process data through QuicPIC. That PHA ID and name appear in the table at the top of the QuicPIC Settings screen. To edit this information, click the Edit (pencil eraser) button on the toolbar, then make your changes in the data fields below the table. When you have completed your changes, click the Save (diskette) button.

You can also add another PHA account if you are a licensed user and need to submit 50058 records for multiple agencies via QuicPIC. To add another PHA account, click the Add (plus) button on the toolbar and fill in the data fields, then click the Save button.

Once you have set up the PHA account(s), you need to complete the following information for each one.

QuicPIC Setup Data

The following data fields appear on the QuicPIC Settings screen. If you have multiple PHA accounts set up, remember that the data fields show the settings for the currently selected PHA account.

PHA ID: This is the agency's HUD-issued PHA ID.

Default: If you have multiple PHA accounts and want this PHA account to be selected by default whenever you run QuicPIC, check this box.

PHA Name: This is the agency's full name.

PIC Login User ID: Enter the PIC user ID (either issued to you by HUD or that you set up in PIC) that you use to access to the PIC Web site. This user ID must be set up in PIC with a user profile and roles that permit access to and use of the Submission, Viewer, and Reports sub-modules in PIC.

Password: Enter the PIC password (either issued to you by HUD or that you set up in PIC) that you use to access to the PIC Web site with the PIC User ID you entered above.

Field Office: Select your HUD field office.

State: Select your agency's state.

50058 File Path: enter the file path (or click on the browse button to locate the file path) where your PIC submission files are stored when your housing data management software generates them. The program assumes that your PIC submission files are always stored in the same location on your computer.

Hint: Multiple PHA Accounts

Remember, If you have multiple PHA accounts set up, you can edit each one's Setup data separately. To select an account, click on it in the table.

Hint: Separate Submissions for PH and S8

If you want to track separately your submissions for PIC for Public Housing and Section 8, you can set up QuicPIC to do that by creating a PHA account for each housing type. Create a PHA Account and add "PH" to the PHA ID field after your PHA ID. Create another PHA Account and add "S8" after your PHA ID for that account. Everything else in the account setup will be the same. Then you can select the account you want to use when you are ready to submit. Remember that you can change the currently-in-use PHA account from the Main Menu screen.

50058 Filename: Enter the name of the PIC submission file (or click on the browse button to locate the filename) stored on your computer. If the filename changes each time the file is created, enter "*.ASC" in this field.

Path for Backup Copy: QuicPIC will make a backup copy of each PIC submission file the program submits to PIC. The file will be given a name based on the system date when the submission is processed. Enter the path on your computer system (or click on the Browse button to locate the file path) where you want to store the backup files.

Enable Field Data Validations Before Submitting 50058: If you check this box, QuicPIC will check every 50058 submission file for all "Field Data" errors (i.e., formatting errors on the 50058) at the beginning of the submission process.

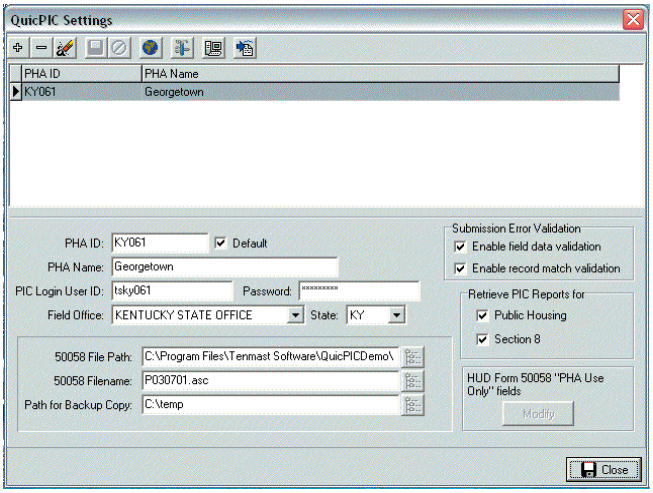
Enable "Record Match" Validations Before Submitting: If you check this box, QuicPIC will error-check every 50058 submission file for "Record Match" errors (i.e., whether the 50058 matches the current PIC record) at the beginning of the submission process.

Retrieve PIC Error Reports For…: To retrieve PIC performance data and update that information on the program's Main Menu, you must indicate whether you want QuicPIC to retrieve that data for a Public Housing program, a Section 8 program or both. Check the appropriate boxes under the Retrieve PIC Reports For heading.

HUD Form 50058 "PHA Use Only" Fields: Fields 2q, 2r, 2s, 2t, and 2u of Form HUD-50058 are "open" fields on the form - you can store whatever data you want in those fields. If your housing data management software stores data in those fields, the data is returned with each of your PIC error reports. QuicPIC can retrieve that data from your error reports and you can generate reports from the program with those data fields.

QuicPIC can use the data that your housing software stores in these fields, but it needs labels to include with this data (for example, if your housing software includes the name of the user who created each 50058 in Field 2q, QuicPIC needs to know that Field 2q should be labeled "user name"). To be able to print the field descriptions on the reports, you must enter the appropriate data field descriptions in the Setup screen for reporting from the QuicPIC module.

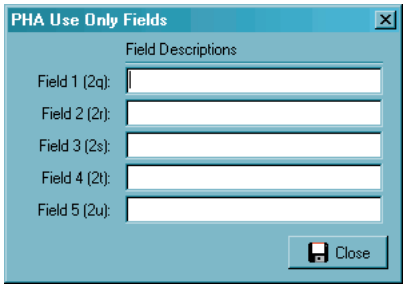
To enter the field descriptions, click the Modify button. The PHA Use Only Fields dialog box



Hint: Variable File Paths and File Names

If the path to your PIC submission file changes frequently (i.e., you save it in different locations), leave the 50058 File Path field blank. Whenever you use QuicPIC to upload your submission file to PIC, the program will provide you with a file selection dialog box with which you can select the submission file's current location.

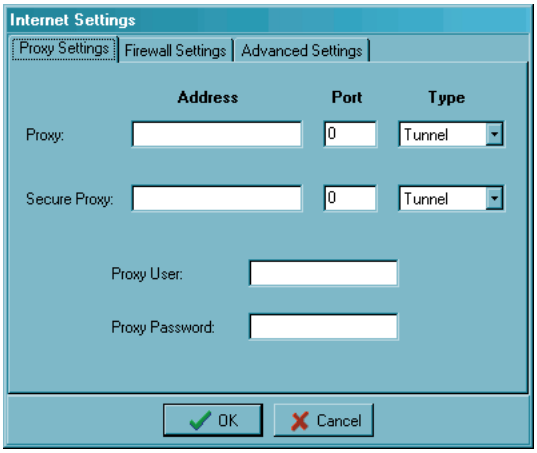
Likewise, if you save your submission files under different names, leave the 50058 Filename field blank. Whenever you upload, the program will provide you with a file selection dialog box with which you can select the current submission file.



opens. Fill in the appropriate data fields, then click the Close button.

Internet Settings

QuicPIC works on networks with proxy servers and firewalls, but it requires some special settings to be able to connect to the Internet. To configure the proxy and/or firewall settings, click on the Internet Settings button on the toolbar. The Internet Settings dialog box, shown below and to the right, opens.



Caution

You will need an IT specialist or network administrator to configure the Internet settings. If you do not know if you have a proxy or firewall or you do not know how to configure the settings, DO NOT make any changes to these settings.

The Internet Settings dialog box contains a Proxy Settings tab, a Firewall Settings tab and an Advanced Settings tab. Follow the instructions below for those settings.

Proxy Settings Tab

When you enter the Internet Setting dialog, the Proxy Settings tab appears. First, determine if your proxy server is a secure server. If not, complete the Proxy fields only. If it is a secure server, complete the Secure Proxy fields only.

Address: Enter the proxy server IP address.

Port: Every proxy server uses a specific port to filter Internet access. Enter the port number in this field.

Type: Select the type of proxy server that is running on your system:

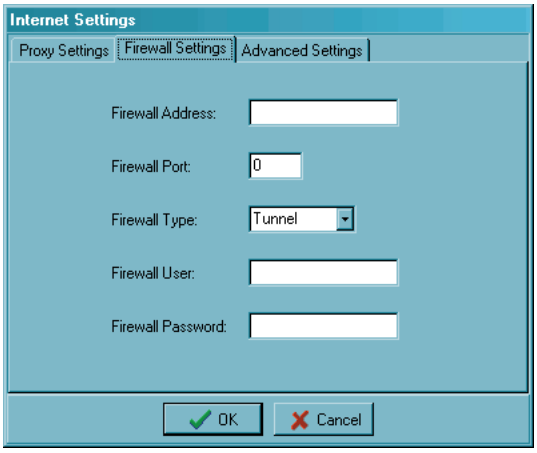
- Auto - Select this option if your proxy server uses an auto-configuration file to filter Internet access.
- SSL - Select this option if your proxy supports SSL connectivity.
- Non-SSL - Select this option if your proxy does not support SSL connectivity.
- Tunnel - Select this option if your proxy is a tunnel proxy.

Proxy User and Password: If your proxy server requires a login ID for you to make changes to it, enter the authorized ID and password.

Hint: Finding Your Internet Settings

If you have a proxy server or firewall on your network and your workstation is already configured for the Internet, you can obtain many of these settings from Microsoft Internet Explorer. Start Internet Explorer and click the LAN Settings button on the Connection tab to view the Proxy information.

Firewall Settings Tab



If you have a firewall, click on the Firewall Settings tab and complete the configuration:

Firewall Address: Enter the IP address of the firewall device that you are using.

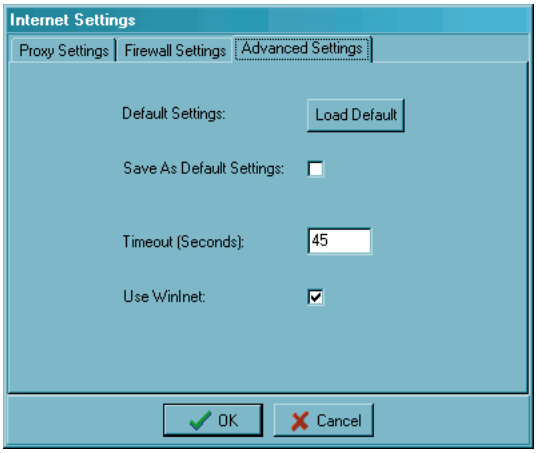
Firewall Port: If your firewall requires port information, enter that port information here.

Firewall Type: Select the type of firewall that is installed on your network:

- Tunnel - Select this option if you have a tunnel firewall.
- Socks4 - Select this option if you have a Socks4 firewall.
- Socks5 - Select this option if you have a Socks5 firewall.

Firewall User and Password: If your firewall requires a login ID for you to make changes to it, enter the authorized ID and password.

Advanced Settings Tab



The Advanced Settings tab provides additional settings for system administrators.

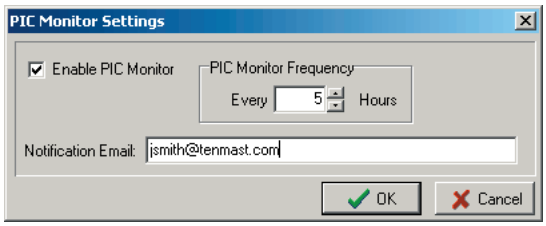
Default Settings: If you click the Default Settings check box and click OK, the program saves a copy of its current internet settings in its installation directory (C:\Program Files\QuicPIC). Click the Load Default button to load these settings, replacing the current ones.

Timeout: This setting determines how many seconds QuicPIC waits on an Internet request before returning a “time out” error.

Wininet: If you check the Wininet check box, the program uses Microsoft Internet Explorer’s settings for Internet communications rather than using its own settings. This box is checked by default and we recommend that you use this setting unless otherwise directed by Tenmast personnel.

PIC Monitoring

QuicPIC has the capability to monitor the PIC site automatically to determine when error reports are available for download. When a report is available, QuicPIC will download it automatically and email a notification to you. To use the monitoring feature, click the PIC Monitoring button on the toolbar, and the PIC Monitor Settings dialog box opens.



In the dialog box, check the Enable PIC Monitor box. In the Monitor Frequency data field, enter the frequency at which you want QuicPIC to check the PIC site for error reports. If you want the program to notify you when it downloads an error report, enter your email address in the Notification Email field.

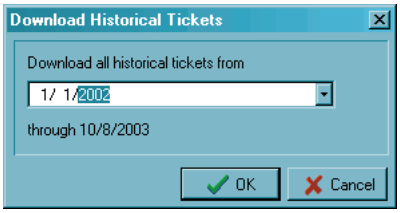
If you have just enabled monitoring and want to start using it immediately, you must restart your computer to restart the monitoring process.

Hint: Monitoring

See the discussion of the monitoring function in Chapter 7 for more information on how this feature works.

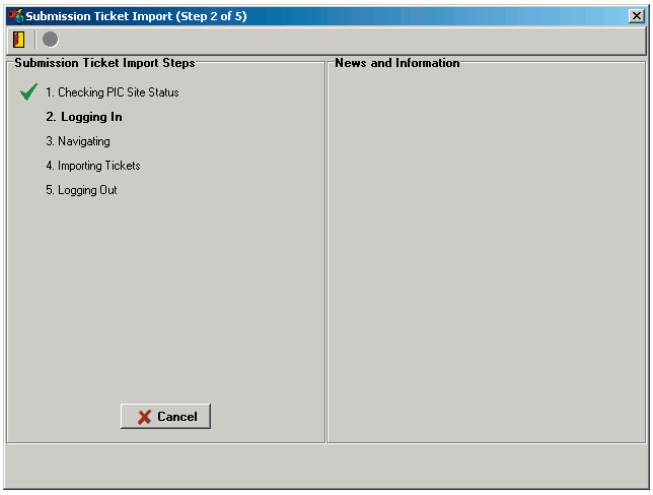
Downloading Historical Tickets

When you first install QuicPIC, it has no record of any PIC submissions your agency has made before that time. However, you can create these records in its database with the Download Historical Tickets function. To do this, click the Download Historical Tickets toolbar button.



When you click this button, the Download Historical Tickets dialog box opens. Enter the date of the earliest PIC submission record you want to download and click OK.

The Submission Ticket Import wizard starts. This wizard automatically connects to PIC, logs in, and downloads all submission records newer than the specified date. It then saves this data to the Ticket Table. For more information on the Ticket Table, see Chapter 6.



QuicPIC Submissions

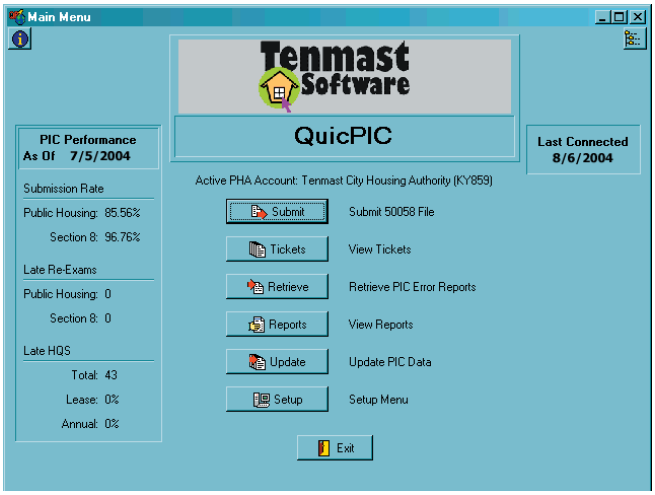
Once configured, QuicPIC will automatically submit your submission file to PIC and retrieve and store the PIC Ticket Number issued by PIC for each submission. This process will submit the current .ASC file located in the folder designated on the 50058 tab of the QuicPIC Setup screen.

NOTE: The computer running QuicPIC must have an active Internet connection before you start the submission process with the program. Confirm that the computer is connected to the Internet *before* clicking the Submit button on the Main Menu screen.

When you click the Submit button on QuicPIC's Main Menu, a set of QuicPIC submission wizards begin the submission process and complete the process *with no further intervention on your part.* Before clicking the Submit button, confirm that you are prepared to complete a QuicPIC submission:

- You have completed the creation of the 50058 submission file (*.ASC file) in your housing data management software.
- The 50058 submission file is stored in the directory designated in the 50058 tab of the QuicPIC Settings dialog box.
- You have an active Internet connection on the computer that is running QuicPIC.

When you are ready to submit, click the Submit button on the QuicPIC Main Menu.



PIC Data Validation

There are approximately 670 potential errors on a 50058 record, depending on the type of record you submit. Of these 670 errors, there are two distinct types of errors that PIC processes: "Field Data" errors and "Record Match" errors.

Field Data errors are errors in the way your housing software system has formatted the 50058 records you are submitting. QuicPIC's error validation tool is designed to scan each 50058 record in your submission file and return an error message for each Field Data error found in each record.

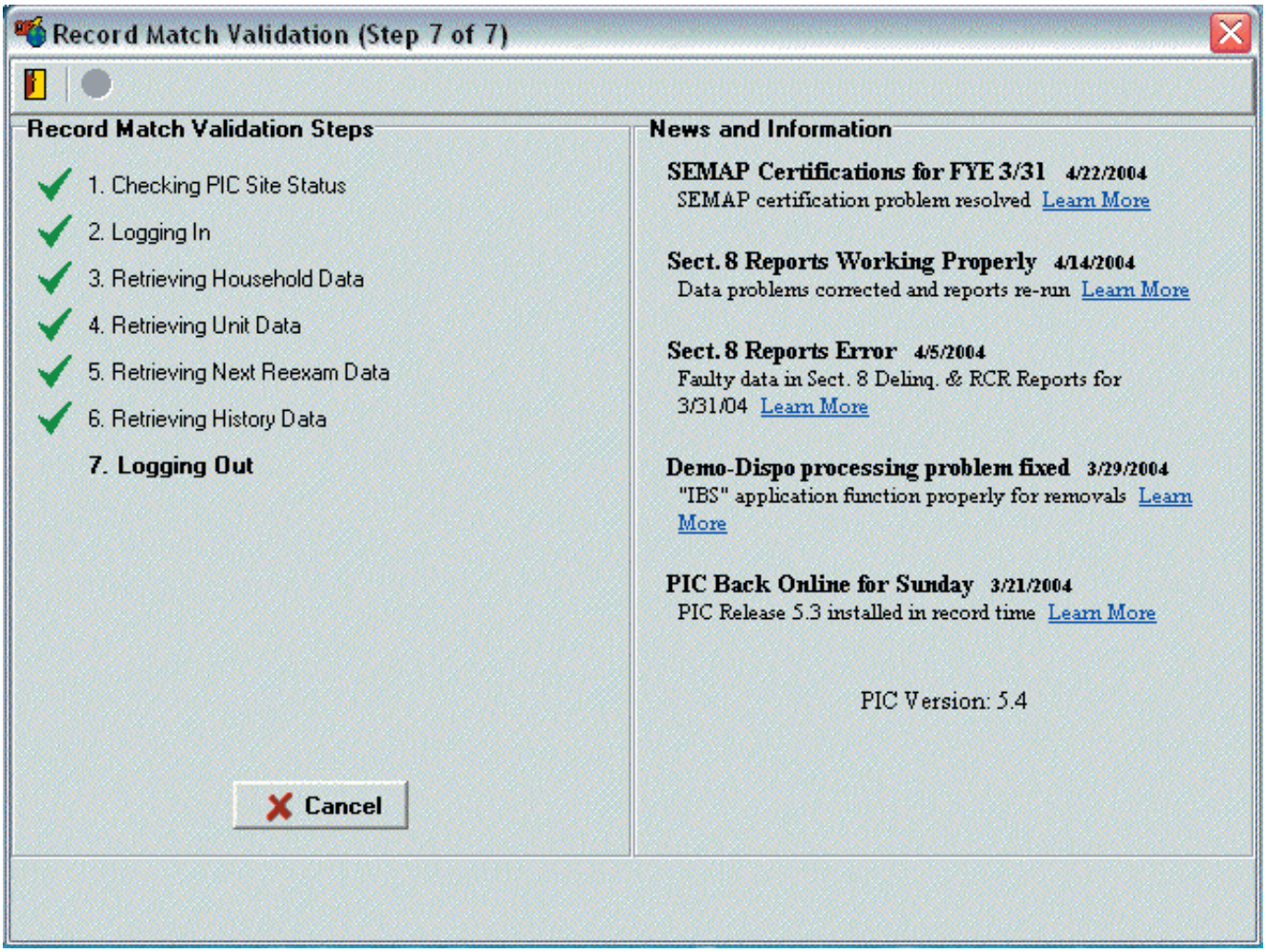
Record Match errors arise when the 50058 record you submit to PIC does not "match" the data that is already in the PIC system. QuicPIC's error validation tool is designed to retrieve the household and unit information from PIC for each 50058 record in your submission file and return an error message for each Record Match error found in each record.

If any 50058 record in a submission file has a "fatal error," QuicPIC returns a detailed error message, but also removes the record from the submission file so you can submit the error-free records to PIC while you are working to correct the fatal errors. If you allow QuicPIC to error-check your records and submit only error-free records, you will never receive error reports from PIC.

If you have enabled PIC data validation in Setup, the Data Validation Wizard starts when you click the Submit button. This wizard automatically checks the PIC submission file you are about to send to PIC and reports on any data errors that would cause PIC to reject the records.

While QuicPIC is performing the 50058 data validation, a progress bar appears on the screen, along with a Record Match processing screen that displays the steps of the Record Match validation procedure. The time it takes for QuicPIC to complete the validation process depends on the number of 50058 records in your submission file and, in the case of Public Housing records, the number of Public Housing units in all of your developments.

While QuicPIC is performing the error validation, you do not need to do anything.


Record Match Validation (Step 7 of 7)
Record Match Validation Steps
1. Checking PIC Site Status
2. Logging In
3. Retrieving Household Data
4. Retrieving Unit Data
5. Retrieving Next Reexam Data
6. Retrieving History Data
7. Logging Out
Cancel
News and Information
SEMAP Certifications for FYE 3/31 4/22/2004
SEMAP certification problem resolved Learn More
Sect. 8 Reports Working Properly 4/14/2004
Data problems corrected and reports re-run Learn More
Sect. 8 Reports Error 4/5/2004
Faulty data in Sect. 8 Delinq. & RCR Reports for 3/31/04 Learn More
Demo-Dispo processing problem fixed 3/29/2004
"IBS" application function properly for removals Learn More
PIC Back Online for Sunday 3/21/2004
PIC Release 5.3 installed in record time Learn More
PIC Version: 5.4

Submission Files with Errors

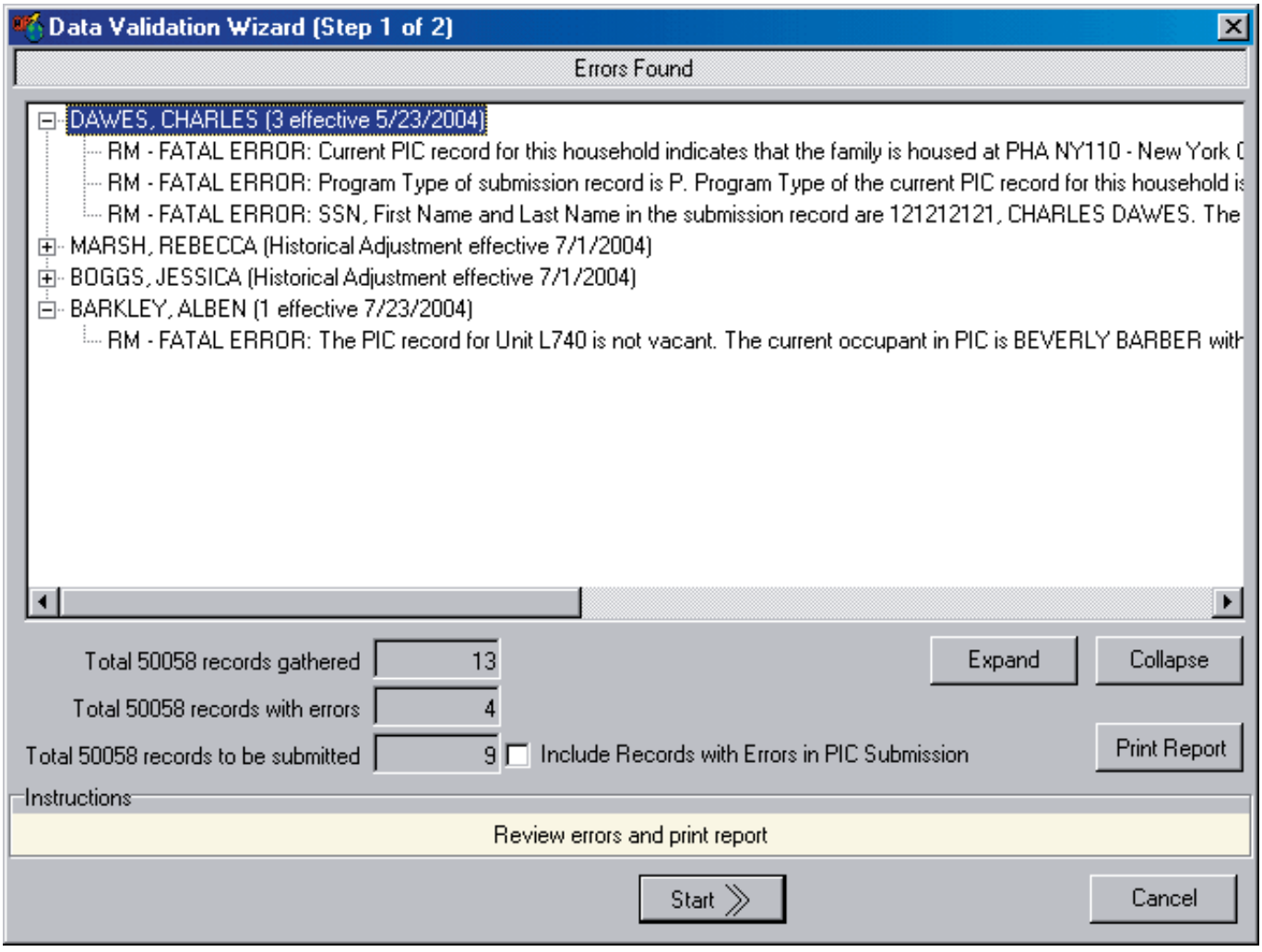
Once the error validation process is completed, Step 1 of the data validation wizard appears if your PIC submission file has any errors. This screen displays a list of records that contain errors in a "tree" view. Click on the plus sign next to a record to open that "branch" of the tree and view the specific errors that the wizard found. Click the Expand button near the bottom-right of the screen to open all branches at once, or the Collapse button to collapse all branches at once.

Note that Record Match error messages are long and an entire message will not appear in the tree view. You can view and print the error report at the end of the Data Validation Wizard to see the complete error message(s).

Note that the bottom of the wizard screen indicates the total number of 50058 records in the submission file and the number of records with errors. By default, QuicPIC removes any erroneous records from your submission file before sending it. If you want to send these records regardless of their errors, you can check the Include Records with Errors in PIC Submission box. (We do not recommend doing this, since those records will be rejected by PIC.)

If you want a printed copy of the error report from the first Data Validation Wizard screen, click the Print Report button. The error report will also appear automatically at the end of the data validation wizard, and you can print the error report at that time.

When you are finished reviewing the error list from the first Data Validation Wizard screen, click the Start button at the bottom of the wizard screen to move to Step 2 of the submission process, or click the Cancel button to cancel the submission process and return to QuicPIC's Main Menu.


Data Validation Wizard (Step 1 of 2)
Errors Found
DAWES, CHARLES (3 effective 5/23/2004)
RM - FATAL ERROR: Current PIC record for this household indicates that the family is housed at PHA NY110 - New York
RM - FATAL ERROR: Program Type of submission record is P. Program Type of the current PIC record for this household is
RM - FATAL ERROR: SSN, First Name and Last Name in the submission record are 121212121, CHARLES DAWES. The
MARSH, REBECCA (Historical Adjustment effective 7/1/2004)
BOGGS, JESSICA (Historical Adjustment effective 7/1/2004)
BARKLEY, ALBEN (1 effective 7/23/2004)
RM - FATAL ERROR: The PIC record for Unit L740 is not vacant. The current occupant in PIC is BEVERLY BARBER with
Total 50058 records gathered
13
Expand
Collapse
Total 50058 records with errors
4
Total 50058 records to be submitted
9
Include Records with Errors in PIC Submission
Print Report
Instructions
Review errors and print report
Start
Cancel

Finish Submission Process

Step 2 of the Data Validation Wizard displays the number of 50058 records you are about to submit to PIC (which is the total number of records in the submission file less the number of records with fatal errors).

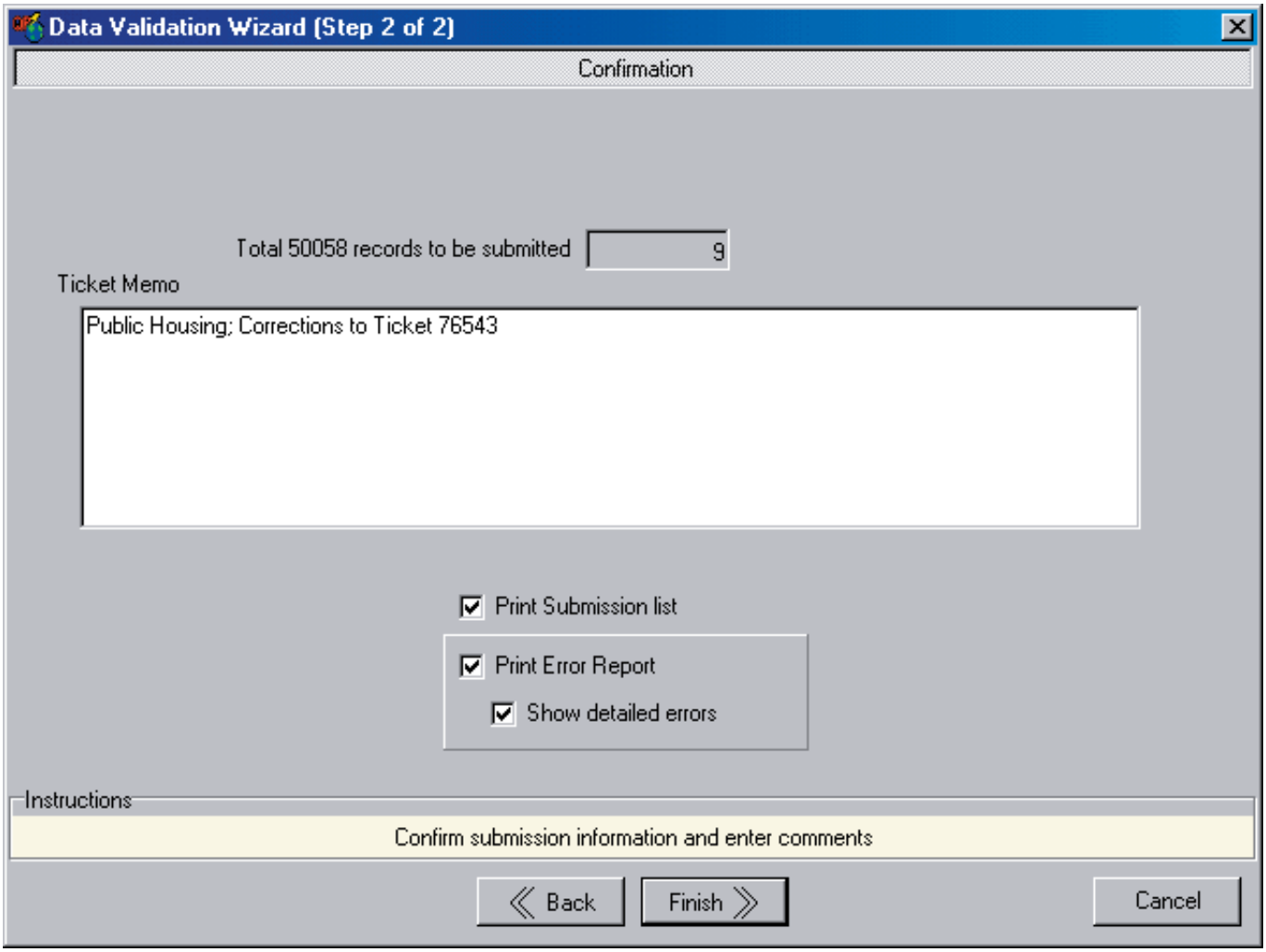
If you want to save a short memo in QuicPIC with this submission's ticket record, enter one in the Ticket Memo field.

By default, the program is designed to print a list of 50058 records you are submitting and a detailed error report if errors were found. If you do not want to print a copy of either report, uncheck the box next to the report on wizard Step 2.

When you have completed making your report selections on the Data Validation Wizard, click the Finish button. The program then displays the reports that you selected so you can view and print them before the actual PIC submission process begins. Once the report displays, click the Print button on the toolbar to print the report. Click the Close button on the toolbar to close the report display and start the PIC submission process.

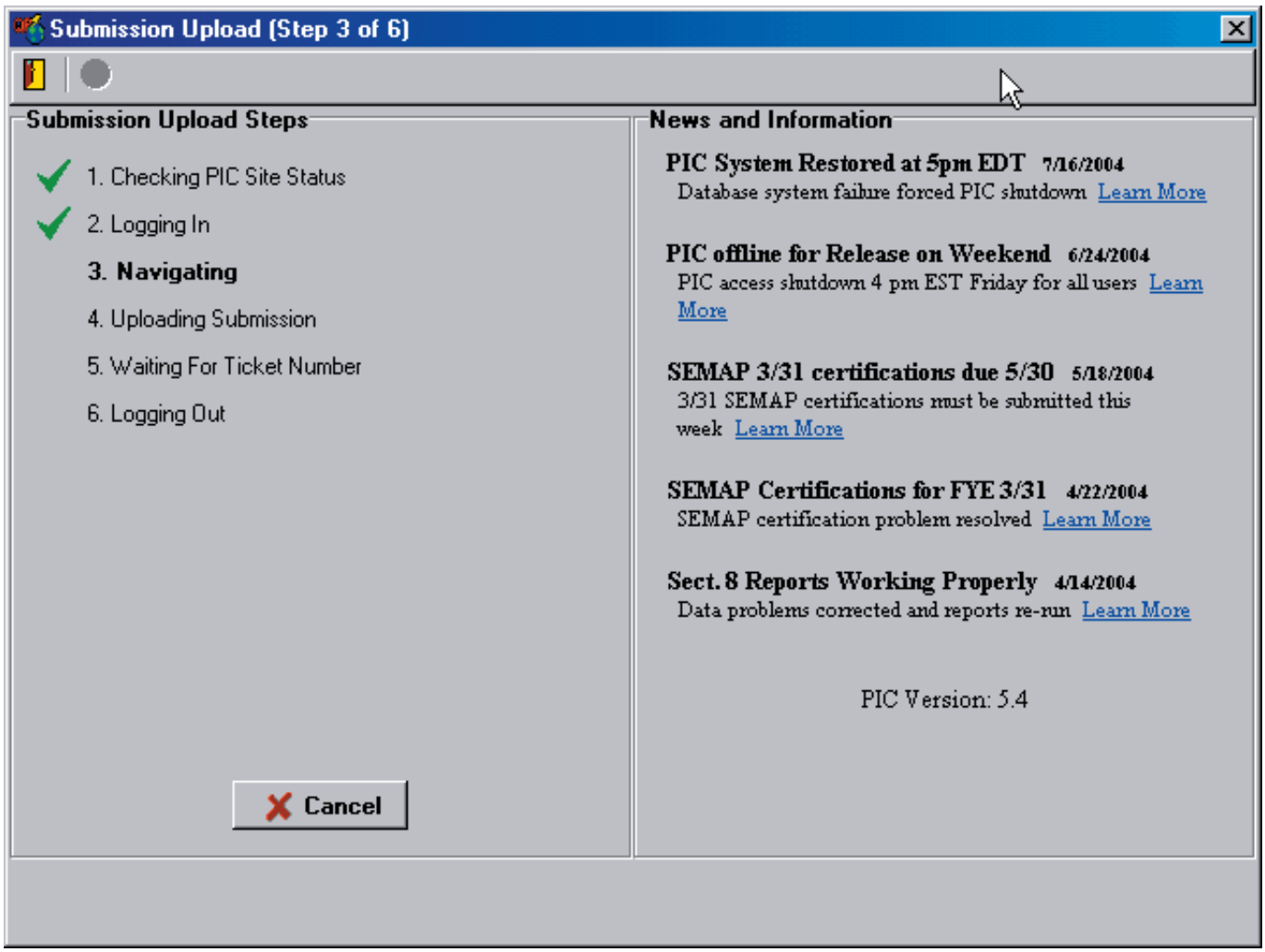
Hint: No Errors

If your submission file has no errors, the Data Validation Wizard opens on Step 2.



PIC Submission

Once the Data Validation Wizard is complete - *or immediately after you click the Submit button, if you have not enabled data validation* - the following QuicPIC Submission wizard screen appears:


Submission Upload (Step 3 of 6)
Submission Upload Steps
1. Checking PIC Site Status
2. Logging In
3. Navigating
4. Uploading Submission
5. Waiting For Ticket Number
6. Logging Out
Cancel
News and Information
PIC System Restored at 5pm EDT 7/16/2004
Database system failure forced PIC shutdown Learn More
PIC offline for Release on Weekend 6/24/2004
PIC access shutdown 4 pm EST Friday for all users Learn More
SEMAP 3/31 certifications due 5/30 5/18/2004
3/31 SEMAP certifications must be submitted this week Learn More
SEMAP Certifications for FYE 3/31 4/22/2004
SEMAP certification problem resolved Learn More
Sect. 8 Reports Working Properly 4/14/2004
Data problems corrected and reports re-run Learn More
PIC Version: 5.4

The QuicPIC Submission wizard completes the entire PIC submission process automatically, from checking the status of the PIC Web site to logging on to PIC to uploading the submission file to retrieving the PIC Ticket Number and logging out. The wizard screen displays the progress of the automated submission process by placing a green check mark next to each step on the left side of the wizard screen as the steps are completed.

Once QuicPIC has logged on to PIC, the right side of the QuicPIC wizard screen displays HUD's News and Information from the PIC home page. Whenever the program connects to the PIC site, the program updates this screen with the latest HUD news and information that appears on the site. If you still have an active Internet connection, you can click on the links that appear in these HUD news items, and your Web browser will load and display the linked pages.

When the QuicPIC submission process is complete, the following confirmation message appears:

Click Yes on the completion message to return to the main menu. Click No to remain in the wizard. If you click No, you can click the Exit button on the wizard screen's toolbar to return to the main menu.

Hint: Why does QuicPIC need to check PIC's status?

Before submitting, QuicPIC checks the site to make sure that the site is up and accepting 50058 data submissions. If the PIC site is down, QuicPIC notifies you of this.

Submission Errors

A number of errors could occur during the QuicPIC submission process. The most likely errors are outlined below:

No Internet Connection

As noted above, QuicPIC requires an active Internet connection on the computer in order to complete the submission process. If no Internet connection is available on the computer when you start the submission process, the program displays an error message indicating that it does not detect a connection. Test your Internet connection by starting your Web browser and searching for any Web site. If you can connect to the site normally, try your QuicPIC submission again. If you cannot connect to any Web site, you may have a problem with the Internet connection in your office.

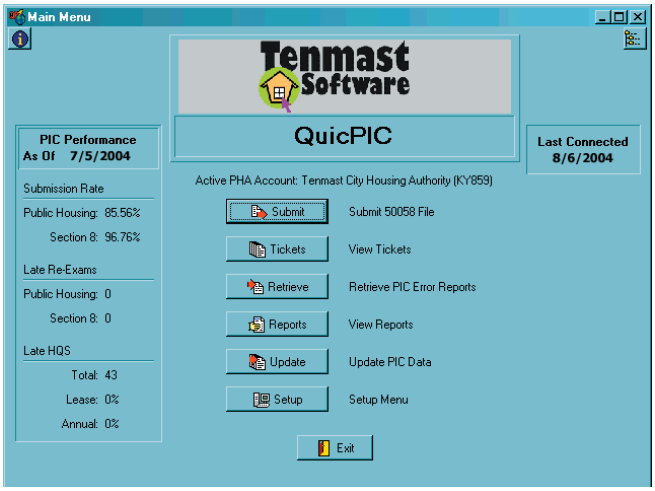
PIC Is Unavailable

As you know, PIC is a computer system operated by HUD, to which you connect for the purpose of submitting 50058 data files and retrieving resulting data reports. Like all computer systems, the PIC system may be unavailable for log in when you start the submission process in QuicPIC. If the PIC system is unavailable for login when QuicPIC attempts to complete the submission process, an error message appears indicating that PIC is unavailable. You will have to attempt the submission at a later time.

PIC Will Not Accept Your Submission File

PIC is designed to accept for processing an ASCII-formatted file with a file extension of .ASC. PIC will not accept any other file type. QuicPIC will attempt to submit whatever file you designated in the Setup area of the program. If for some reason you designated an inappropriate file type or format in Setup, or if the file in your system is corrupted, and PIC rejects the file when QuicPIC submits it, an error message appears indicating that PIC rejected the file. You will need to confirm that the file is in the correct format and not corrupted. You may want to re-create the submission file in your housing data management software and try the submission again.

Tracking Submission Tickets



When you submit a 50058 file to PIC and PIC accepts the file for processing, PIC issues a ticket number which is unique to that submission. The ticket number helps you track the progress of the submission and retrieve the resulting PIC error report.

As part of the PIC submission process, QuicPIC retrieves the PIC ticket number for each submission and stores the numbers with status and statistical data about the submission in the Ticket Table. To view the Ticket Table, click the Tickets button on the Main Menu. The following Tickets screen appears:

Tickets

Sort
Field:

Filter
Field:
Value:

Ticket #	Date Submitted	Ticket Status	Viewed	Error Status	# Submitted	# Rejected	# Fatals	# Warnings	Fi
748512	7/23/2004	Open	☐		13	0	0	0	F5
726892	7/1/2004	Open w/Errors	☐	Errors	273	1	262	1	
725826	6/30/2004	Closed	☐	Errors	13	1	7	8	
703690	6/4/2004	Closed	☐	Errors	27	1	14	13	
703500	6/4/2004	Closed	☐	Errors	45	1	18	19	
702049	6/3/2004	Closed	☐	Errors	397	1	152	1	
701667	6/3/2004	Closed	☐	Errors	279	1	263	7	
696186	5/27/2004	Closed	☐	Errors	344	1	102	8	
696154	5/27/2004	Closed	☐	Errors	216	1	172	1	
663139	4/21/2004	Closed	☐	No Errors	1	1	0	0	
662709	4/20/2004	Closed	☐	No Errors	1	1	0	0	
654379	4/8/2004	Closed	☐	No Errors	2	1	0	0	
598633	2/13/2004	Closed	☐	Errors	118	1	14	0	
598622	2/13/2004	Closed	☐	Errors	49	1	28	0	

The Ticket Table takes up the main area of the Tickets screen. This table is a list of your PIC submissions. It contains a number of data fields, each of which is defined below. Ticket records whose error reports you have not yet retrieved are highlighted in yellow.

Ticket #: The ticket number that PIC generates for each submission file once the file has been uploaded successfully to PIC.

Date Submitted: The system date when the file was submitted to PIC.

Ticket Status: A status code generated by QuicPIC for each submission ticket number. Statuses include the following:

- Open: Submission complete and ticket number issued. The error report has not been retrieved.
- Open w/Errors: Submission completed, but PIC found errors in the submitted records. The error report has been retrieved and stored in QuicPIC
- Closed: Submission complete and all records accepted by PIC with no fatal errors found (You may have an error report stored in QuicPIC, but it contains only warning errors).

The following fields contain statistical data for a given ticket record whose error report has been retrieved (see the Retrieval section of this manual).

Viewed: If this box is checked, the error report for the corresponding ticket has been retrieved *and viewed* at least once.

Error Status: If the submission file contained errors, an "Errors" notation appears in this column. If the file contained no errors, this column is blank.

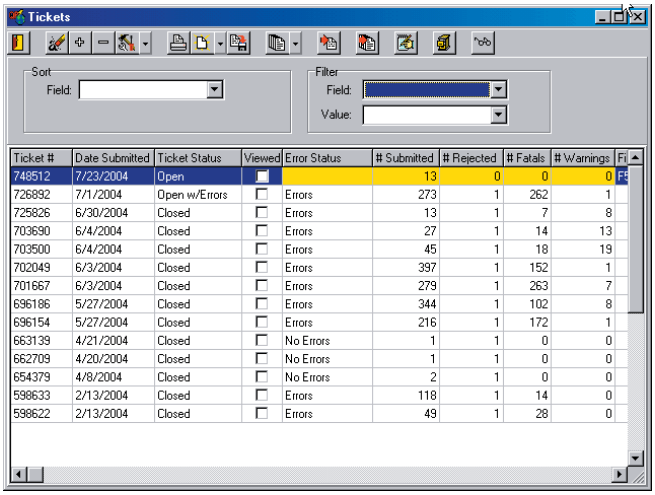
 # Submitted: The number of 50058 records in the submission file that PIC received.

 # Rejected: The number of 50058 records that PIC rejected due to errors

 # Fatals: The number of fatal errors that PIC returned in the error report.

 # Warnings: The number of warning errors that PIC returned in the error report.

File Name: This is the name of the submission file that you uploaded to PIC for this data submission.



Ticket #	Date Submitted	Ticket Status	Viewed	Error Status	# Submitted	# Rejected	# Fatals	# Warnings
748512	7/23/2004	Open	☐		13	0	0	0
726892	7/1/2004	Open w/Errors	☐	Errors	273	1	262	1
725826	6/30/2004	Closed	☐	Errors	13	1	7	8
703690	6/4/2004	Closed	☐	Errors	27	1	14	13
703500	6/4/2004	Closed	☐	Errors	45	1	18	19
702049	6/3/2004	Closed	☐	Errors	397	1	152	1
701667	6/3/2004	Closed	☐	Errors	279	1	263	7
696186	5/27/2004	Closed	☐	Errors	344	1	102	8
696154	5/27/2004	Closed	☐	Errors	216	1	172	1
663139	4/21/2004	Closed	☐	No Errors	1	1	0	0
662709	4/20/2004	Closed	☐	No Errors	1	1	0	0
654379	4/8/2004	Closed	☐	No Errors	2	1	0	0
598633	2/13/2004	Closed	☐	Errors	118	1	14	0
598622	2/13/2004	Closed	☐	Errors	49	1	28	0

Hint: Manually Closing a Ticket

You can edit the Status field in the Ticket Table and change a ticket's Status to "Closed," even if that submission contained fatal errors. See "Change Ticket Status Button and Menu" on the next page.

Hint: No More PIC Errors

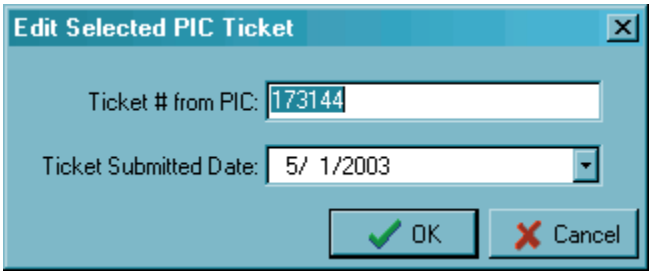
If you enable the QuicPIC data validation function in Setup, QuicPIC will catch your 50058 errors before you submit the records and the # Rejected and # Fatals will always be "0."

Tickets Screen Controls

The toolbar on the Tickets screen contains a number of buttons that enable you to manage your PIC tickets and the records in the Ticket Table.

Edit Button

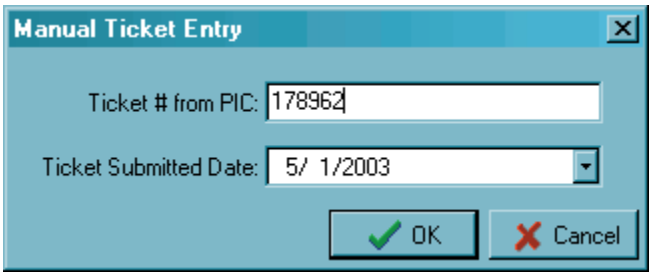
The Edit button enables you to change the ticket number and submission date of a selected record. Select the record you want to edit, then click the Edit button. The Edit Selected PIC Ticket dialog box opens. Enter the new ticket number and submission date, then click the OK button.



Add Button

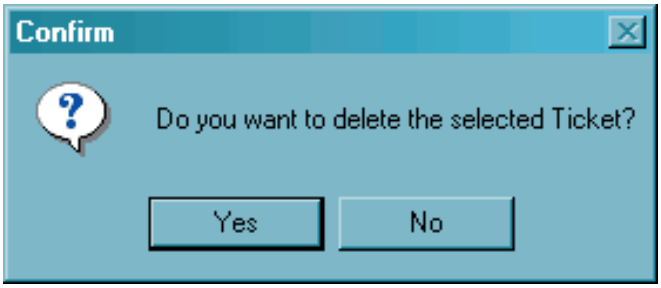
The Add button enables you to add a new record to the Ticket Table. This is most frequently used when you have a PIC submission that you sent without QuicPIC (using the PIC Web site) that you want to add to the Ticket Table for later error report retrieval.

When you click the Add button, the Manual Ticket Entry dialog box opens. Enter the submission's ticket number and date of submission, then click OK.

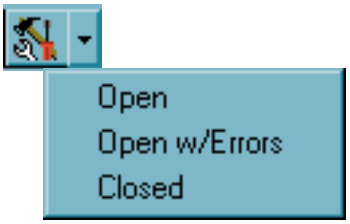


Delete Button

The Delete button enables you to delete a selected ticket's record from the Ticket Table. Select the record you want to delete, then click the Delete button. A confirmation dialog box opens that asks if you want to delete the selected ticket record. Click Yes to delete the record or No to cancel.



Change Ticket Status Button and Menu



The Change Ticket Status button enables you to change the ticket status of a selected record. Select the record whose status you want to change, then click the Change Ticket Status button. A menu opens with the three possible ticket statuses: Open, Open w/Errors, and Closed. Choose the ticket status you want to assign to the selected record.

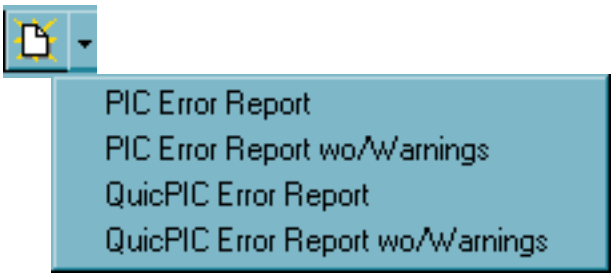
Print Button

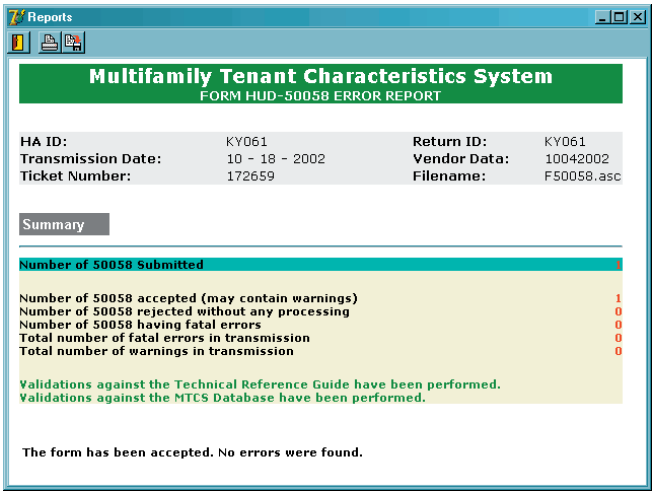
To print a copy of the PIC error report, click the Print button. A standard Windows printer control dialog box opens. Select the printer to which you want to send the report and click Print.

Print Preview Button and Menu

The Print Preview button enables you to preview a copy of the PIC error report for a selected ticket. You also have the option to preview a copy of the enhanced error report for a selected ticket.

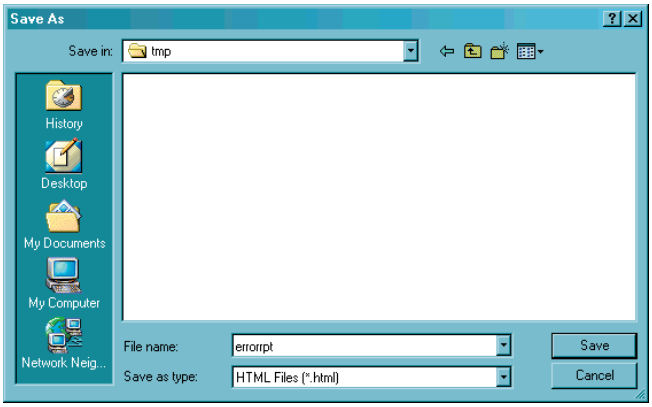
When you click the Print Preview button, a menu opens with four options: PIC Error Report (with or without errors and QuicPIC Error Report (with or without errors). Select the error report you want to preview. The Reports screen opens with a preview copy of the report. Review the error report, the click the Print button (described above) to print the report or the Export button (described below) to save the report in another file.




Reports
Multifamily Tenant Characteristics System
FORM HUD-50058 ERROR REPORT
HA ID: KY061
Transmission Date: 10 - 18 - 2002
Ticket Number: 172659
Return ID: KY061
Vendor Data: 10042002
Filename: F50058.asc
Summary
Number of 50058 Submitted 1
Number of 50058 accepted (may contain warnings) 1
Number of 50058 rejected without any processing 0
Number of 50058 having fatal errors 0
Total number of fatal errors in transmission 0
Total number of warnings in transmission 0
Validations against the Technical Reference Guide have been performed.
Validations against the MTCS Database have been performed.
The form has been accepted. No errors were found.

Export Button

The Export button enables you to export the selected error report to a separate file. Select the record whose error report you want to export, then click the Export button. A standard Windows file save dialog box opens. Navigate to the location on your hard drive or network in which you want to save the file, enter the name under which you want to save it, and click Save.

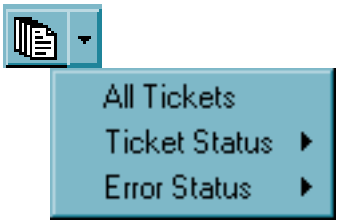


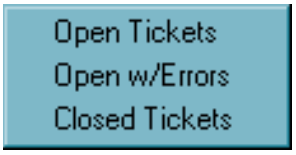
Reports Button and Menus

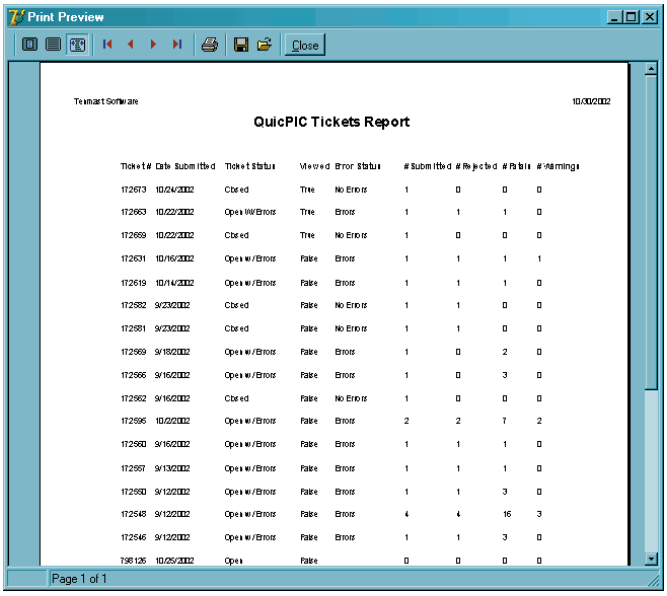
The Reports button enables you to print a report on the entire Ticket Table or a selected set of tickets.

When you click the Reports button, a menu opens with three options: All Tickets, Ticket Status, and Error Status. If you select the Ticket Status or Error Status option, a sub-menu opens with three options that correspond to the three possible statuses of that type.

Click the All Tickets option or any sub-menu option to open the Print Preview screen. This screen displays a report on every ticket in the Ticket Table that matches the option you selected: all tickets, or only tickets with a specific status. Click the Print button on the Print Preview screen's toolbar to print the report, and the Close button to return to the Tickets screen.





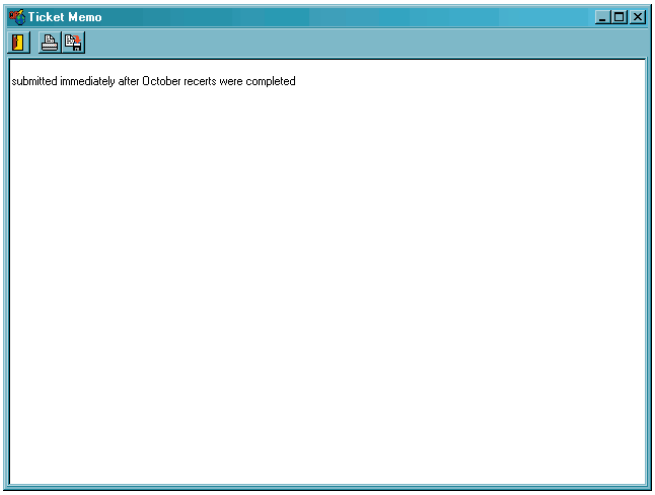


Retrieve Error Report Button and Retrieve All Error Reports Button

The Retrieve Error Report and Retrieve All Error Reports buttons enable you to retrieve the error report on a selected ticket or all tickets from the PIC Web site. For details on this function, see the Retrieving PIC Error Reports chapter of this manual.

Memo Button

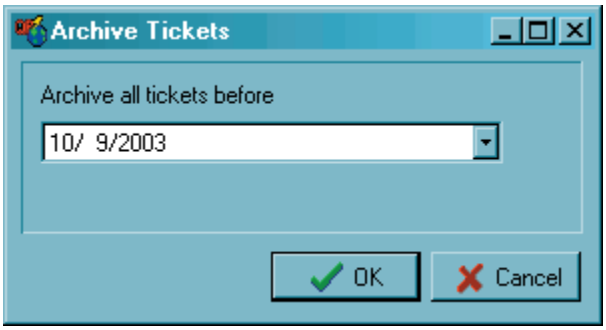
The Memo button opens the Ticket Memo sub-screen, which contains a free-form text field for you to enter a brief memo on the selected ticket. On the Ticket Memo sub-screen, you can click the Print button to print the memo, the Save button to save the memo to a separate text file, or the Exit button to return to the Ticket Table.



Archive Button

If you've been using QuicPIC for some time, your Ticket Table may be full of old submission records. The Archive function enables you to remove old records from the picture. To do this, click the Archive button.

The Archive Tickets dialog box opens. Enter the cutoff date for the archive process and click OK. The program archives all ticket records from before the selected date.

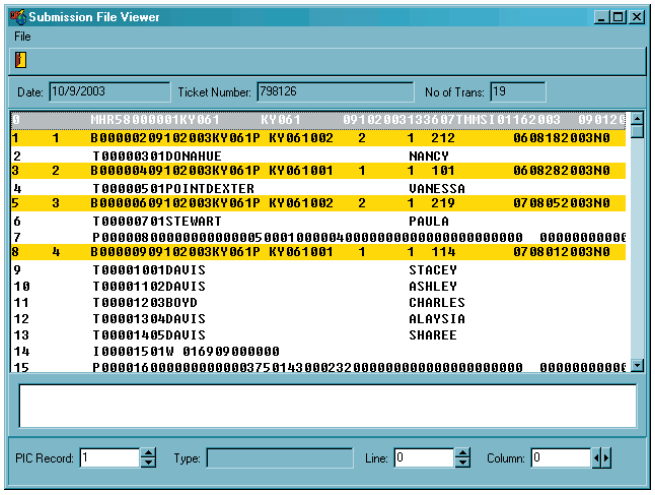


Caution

Once archived, tickets are non-retrievable from within QuicPIC. The data remains in your databases, but QuicPIC has no "restore from archive" function.

Show Submission File Button

The Show Submission File button opens the Submission File Viewer sub-screen. This sub-screen displays the "raw" submission file for the selected ticket. You cannot edit this record from this screen.



Retrieving PIC Error Reports

Once configured, QuicPIC can automatically retrieve your PIC Error Reports and store those reports in the Ticket Table so you can view or print them at your convenience. (See page 7.4.)

NOTE: The computer running QuicPIC must have an active Internet connection before you start the error report retrieval process with the program. Confirm that the computer is connected to the Internet *before* clicking the Retrieve button on the Main Menu screen.

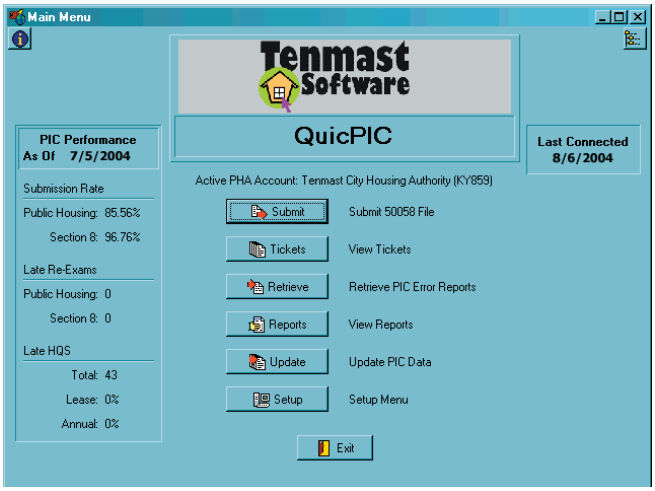
You can also prompt QuicPIC to retrieve an individual error report or a group of error reports by clicking the Retrieve button from the Main Menu or the toolbar on the Ticket Table.

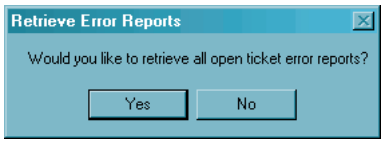
When you click the Retrieve button on the QuicPIC Main Menu, a dialog box appears that asks if you want to retrieve the PIC error reports for all open tickets. If you click Yes, the Error Report Retrieval wizard starts (see following pages). If you click No, the Tickets screen appears (See Ticket Table discussion in the previous section).

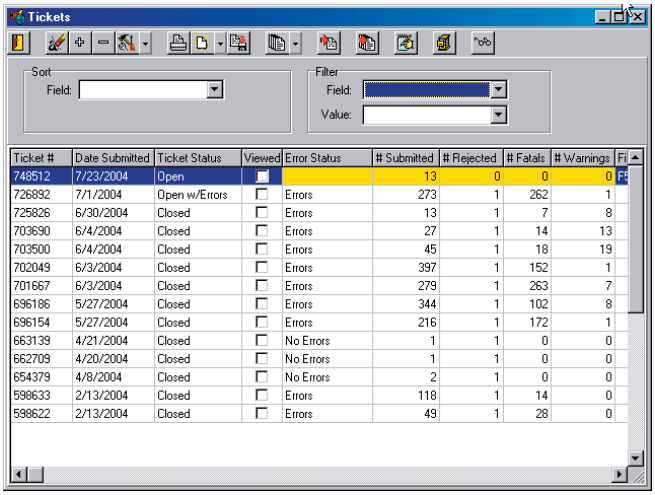
To start the retrieval process, from the Tickets screen, select a ticket on the table with an "Open" status (i.e., one that does not have a downloaded error report). Then click the Retrieve button on the toolbar. If you select a ticket that has a downloaded error report, an error message appears.

Hint: "Open" Status

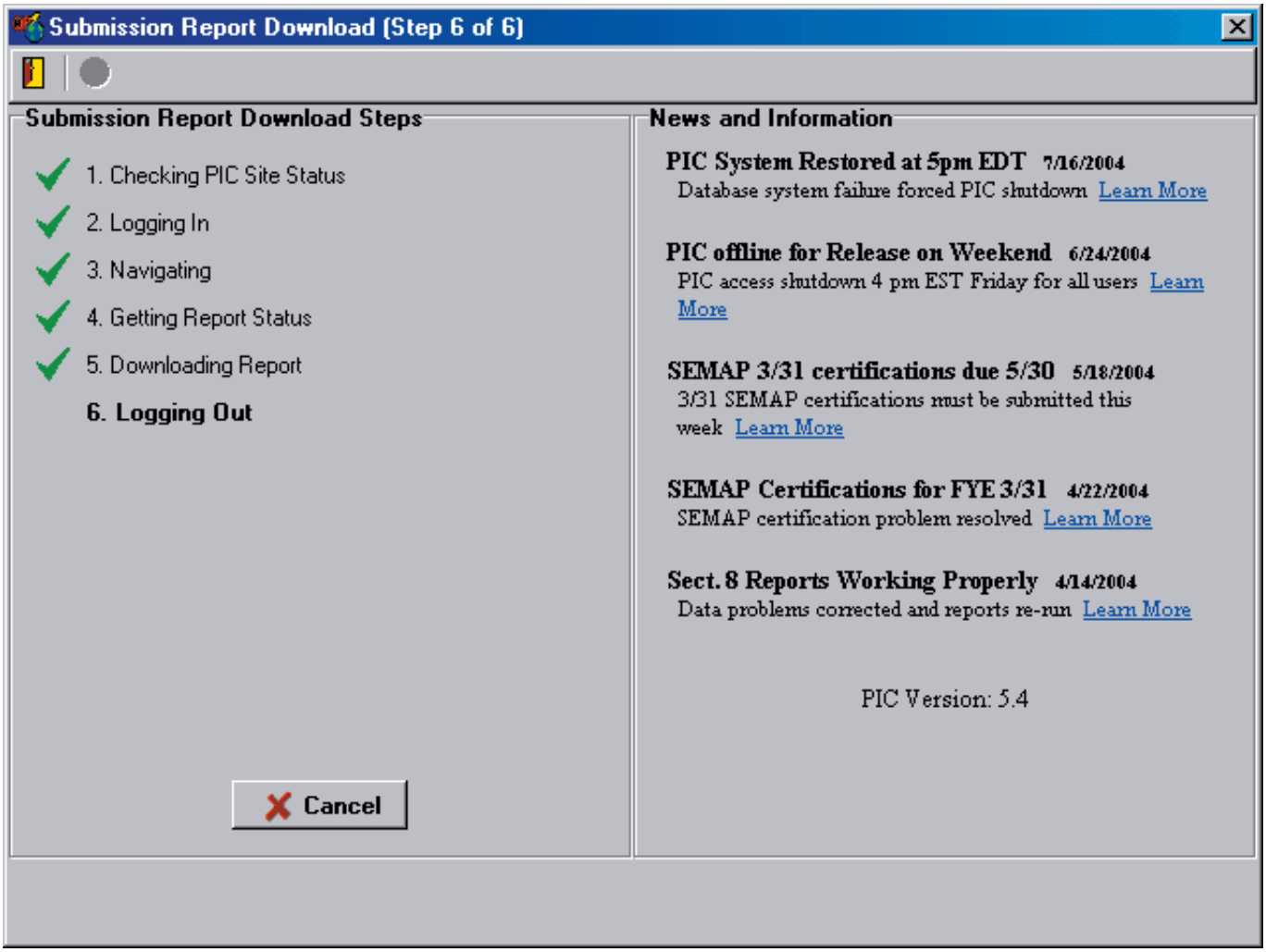
"Open" status on a ticket number indicates that the submission file was uploaded to PIC successfully and the ticket number was recorded, but no error report has been retrieved.






Tickets
Sort
Field:
Filter
Field:
Value:
Ticket # | Date Submitted | Ticket Status | Viewed | Error Status | # Submitted | # Rejected | # Fatals | # Warnings
748512 | 7/23/2004 | Open | | | 13 | 0 | 0 | 0
726892 | 7/1/2004 | Open w/Errors | | Errors | 273 | 1 | 262 | 1
725826 | 6/30/2004 | Closed | | Errors | 13 | 1 | 7 | 8
703690 | 6/4/2004 | Closed | | Errors | 27 | 1 | 14 | 13
703500 | 6/4/2004 | Closed | | Errors | 45 | 1 | 18 | 19
702049 | 6/3/2004 | Closed | | Errors | 397 | 1 | 152 | 1
701667 | 6/3/2004 | Closed | | Errors | 279 | 1 | 263 | 7
696186 | 5/27/2004 | Closed | | Errors | 344 | 1 | 102 | 8
696154 | 5/27/2004 | Closed | | Errors | 216 | 1 | 172 | 1
663139 | 4/21/2004 | Closed | | No Errors | 1 | 1 | 0 | 0
662709 | 4/20/2004 | Closed | | No Errors | 1 | 1 | 0 | 0
654379 | 4/8/2004 | Closed | | No Errors | 2 | 1 | 0 | 0
598633 | 2/13/2004 | Closed | | Errors | 118 | 1 | 14 | 0
598622 | 2/13/2004 | Closed | | Errors | 49 | 1 | 28 | 0

Once you've highlighted the ticket number on the table, click the Retrieve button on the Tickets screen's toolbar. The following Error Report Retrieval wizard screen appears:


Submission Report Download (Step 6 of 6)
Submission Report Download Steps
1. Checking PIC Site Status
2. Logging In
3. Navigating
4. Getting Report Status
5. Downloading Report
6. Logging Out
Cancel
News and Information
PIC System Restored at 5pm EDT 7/16/2004
Database system failure forced PIC shutdown Learn More
PIC offline for Release on Weekend 6/24/2004
PIC access shutdown 4 pm EST Friday for all users Learn More
SEMAP 3/31 certifications due 5/30 5/18/2004
3/31 SEMAP certifications must be submitted this week Learn More
SEMAP Certifications for FYE 3/31 4/22/2004
SEMAP certification problem resolved Learn More
Sect. 8 Reports Working Properly 4/14/2004
Data problems corrected and reports re-run Learn More
PIC Version: 5.4

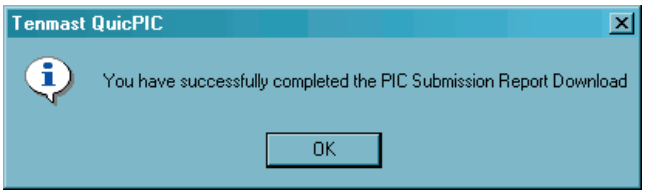
The wizard completes the entire error report retrieval process automatically, from checking the status of the PIC Web site to logging on to PIC to locating the ticket number to downloading the error report and logging out. The wizard screen displays the progress of the automated retrieval process by placing a green check mark next to each step on the left side of the wizard screen as the steps are completed.

Once QuicPIC has logged on to PIC, the right side of the QuicPIC wizard screen displays HUD's News and Information from the PIC home page. Whenever the program connects to the PIC site, the program updates this screen with the latest HUD news and information that appears on the site. If you still have an active Internet connection, you can click on the links that appear in these HUD news items, and your Web browser will load and display the linked pages.

Hint: Why does QuicPIC need to check PIC's status?

Before retrieving your error report, QuicPIC checks the site to make sure that the site is up. If the PIC site is down, QuicPIC notifies you of this.

When the retrieval process is complete, the following confirmation message appears:



Click OK on the completion message and click the Exit button on the wizard screen's toolbar to return to the Tickets screen.

Retrieving Multiple Error Reports

If you have more than one ticket in the Ticket Table whose error report you have not retrieved, you can retrieve all those reports at the same time. Go to the Tickets screen and click the Retrieve All button on the toolbar. The program will not start the retrieval wizard; instead, the process runs in the background, updating the Ticket Table as it retrieves each error report in turn.

Monitoring Function

QuicPIC has the capability to monitor the PIC site automatically to determine when error reports are available for download. If this function is enabled, QuicPIC automatically downloads each report as the report becomes available on PIC. For information on how to enable the Monitor function, see the Setup section of this manual.

Once the Monitor function is enabled, QuicPIC starts up whenever you start your computer. The program runs in the background of your Windows system, and a QuicPIC icon appears in the system tray in the lower right corner of your Windows desktop, next to the clock.

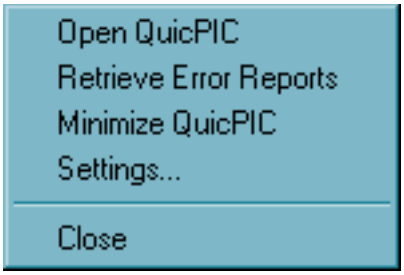
When Monitoring is enabled, the program does not shut down when you click the Exit button on the Main Menu. Instead, it goes into Monitoring mode. To return the program from Monitoring mode or to shut it down completely, right-click the QuicPIC icon in the system tray. From the pop-up menu that opens, select the appropriate option.

Based on the monitoring frequency you entered in the Setup dialog box, QuicPIC automatically logs onto PIC and checks for the availability of error reports for any tickets with an "Open" status (i.e., the error reports have not been downloaded). This process also runs in the background, and you will not see any indication of its activity on your Windows desktop. Because the Monitor function is automatic, it works best when your computer has an "always on" Internet connection.

The Monitor function also includes a notification option. If you have enabled this option in Setup, QuicPIC emails a notification to the designated email address whenever it downloads a new error report from PIC.

Hint: Monitoring

The Monitor function only operates when the program is running in your system tray and the Main Menu screen is ***minimized****.*



Viewing and Printing PIC Error Reports

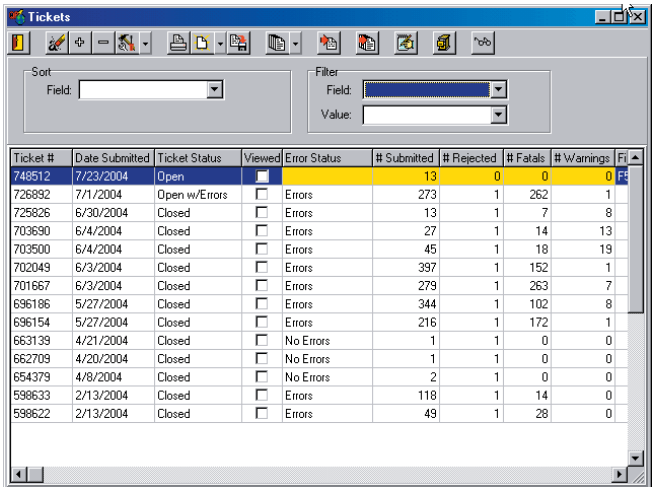
When QuicPIC downloads a PIC error report, the program stores the report in the program database and updates the Ticket Table with status and statistical information about the report.

If PIC accepted all the records in the submission file with no fatal errors, QuicPIC updates the Ticket Status field with a "Closed" status. The program records a "Closed" status on the ticket record even if the error report contains warning errors, but no fatal errors.

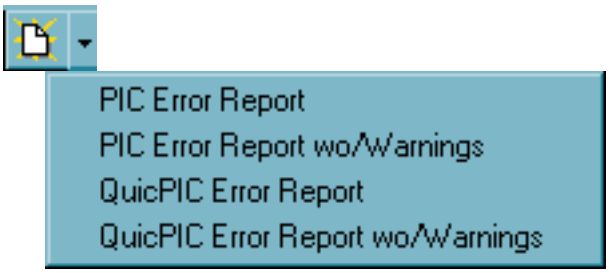
If PIC returned an error report with fatal errors, QuicPIC updates the Ticket Status field with an "Open w/errors" status. The program also analyzes the PIC error report and updates the Ticket Table with "# Submitted," "# Rejected," "# Fatals," and "# Warnings" statistics.

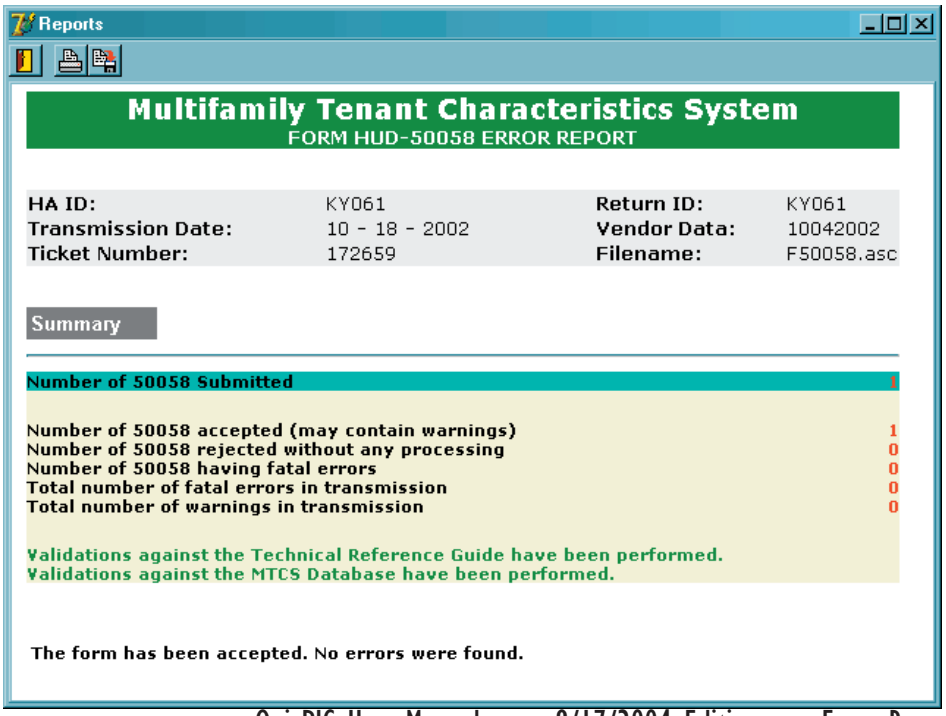
Once QuicPIC has downloaded the PIC error report, you can view or print the report at any time. To view an error report, open the Tickets screen by clicking the Tickets button on the Main Menu. In the Ticket Table, select the record that has the report you want to view, click the Preview button on the toolbar, and select the PIC Error Report option from the drop-down menu that opens. The Reports screen opens with the selected error report.

To view the entire report, use the scroll bar on the right side of the Reports screen to scroll up and down.



Ticket #	Date Submitted	Ticket Status	Viewed	Error Status	# Submitted	# Rejected	# Fatals	# Warnings
748512	7/23/2004	Open	☐		13	0	0	0
726892	7/1/2004	Open w/Errors	☐	Errors	273	1	262	1
725826	6/30/2004	Closed	☐	Errors	13	1	7	8
703690	6/4/2004	Closed	☐	Errors	27	1	14	13
703500	6/4/2004	Closed	☐	Errors	45	1	18	19
702049	6/3/2004	Closed	☐	Errors	397	1	152	1
701667	6/3/2004	Closed	☐	Errors	279	1	263	7
696186	5/27/2004	Closed	☐	Errors	344	1	102	8
696154	5/27/2004	Closed	☐	Errors	216	1	172	1
663139	4/21/2004	Closed	☐	No Errors	1	1	0	0
662709	4/20/2004	Closed	☐	No Errors	1	1	0	0
654379	4/8/2004	Closed	☐	No Errors	2	1	0	0
598633	2/13/2004	Closed	☐	Errors	118	1	14	0
598622	2/13/2004	Closed	☐	Errors	49	1	28	0




Reports
Multifamily Tenant Characteristics System
FORM HUD-50058 ERROR REPORT
HA ID: KY061
Return ID: KY061
Transmission Date: 10 - 18 - 2002
Vendor Data: 10042002
Ticket Number: 172659
Filename: F50058.asc
Summary
Number of 50058 Submitted 1
Number of 50058 accepted (may contain warnings) 1
Number of 50058 rejected without any processing 0
Number of 50058 having fatal errors 0
Total number of fatal errors in transmission 0
Total number of warnings in transmission 0
Validations against the Technical Reference Guide have been performed.
Validations against the MTCS Database have been performed.
The form has been accepted. No errors were found.

Printing an Error Report

To print the report, click the Print button on the Reports screen's toolbar. A standard Windows Print dialog box opens. Select the printer to which you want to send the report and any other print settings, then click the Print button.

Saving an Error Report to a File

When QuicPIC downloads the PIC Error Report, the program stores the report in its database. You also have the option of saving a copy of an error report stored in the QuicPIC database to another location in your system. You can save a copy of an error report from either the Tickets screen or the Reports screen.

To save a copy of an Error Report, click the Save button on the toolbar of either screen. A standard Windows Save dialog box opens. Select a location in the Save in: field at the top of the dialog box and enter a file name in the File name: field at the bottom of the dialog box. Click the Save button. The program saves the Error Report in the same format in which it is stored in QuicPIC (HTML format, in most cases).

Enhanced Error Reports

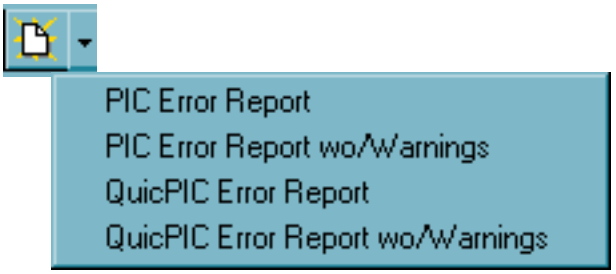
QuicPIC retrieves and downloads PIC error reports in a format that enables the program to enhance the report with a more helpful data presentation. This "Enhanced Error Report" also includes an "English" description of the error so that you know how to correct each problem.

QuicPIC gives you the option to view and print the standard error report generated by PIC or the Enhanced Error Report. To view an Enhanced Error Report, click on the Tickets button on the main menu to access the Tickets screen. In the Ticket Table, select the ticket number for which you want to view the Enhanced Error Report. Click the Print Preview button on the Ticket screen's toolbar and select the QuicPIC Error Report option from the drop-down menu that opens.

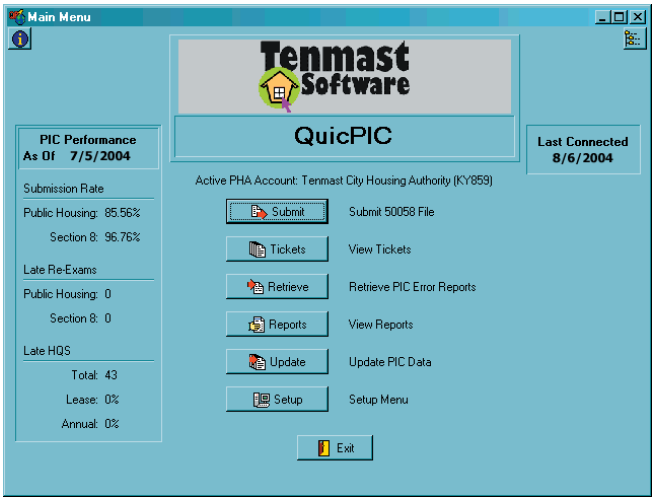
The Reports screen opens with the selected report. The same controls that are described on the previous pages are available on this screen: you can scroll through the report, or save or print it.

Hint: No More PIC Errors

If you enable the QuicPIC data validation function in Setup, QuicPIC will catch your 50058 errors before you submit the records and the # Rejected and # Fatals will always be "0."



QuicPIC Reports



QuicPIC offers a variety of reports. The program offers statistical reports on your PIC data submissions and the status of those tickets, as well as PIC performance and research reports that help you manage your PIC data processing.

PIC Reports

PIC contains an enormous amount of data about the submission process, including data on your level of performance with PIC submissions. Other research data available in PIC can help you answer questions about household records in PIC and make decisions necessary to maintain compliance with the 50058 data submission process.

QuicPIC can retrieve the performance and research data and reports from the PIC site automatically for you. Once this material is downloaded, you can easily view the data and reports in the program.

When you run the PIC Update function in QuicPIC, the program automatically logs on to PIC and downloads PIC performance data. QuicPIC then displays a summary of this data on its Main Menu screen (see next page). The detailed data is available in the program's Reports area.

Retrieving PIC Performance Data

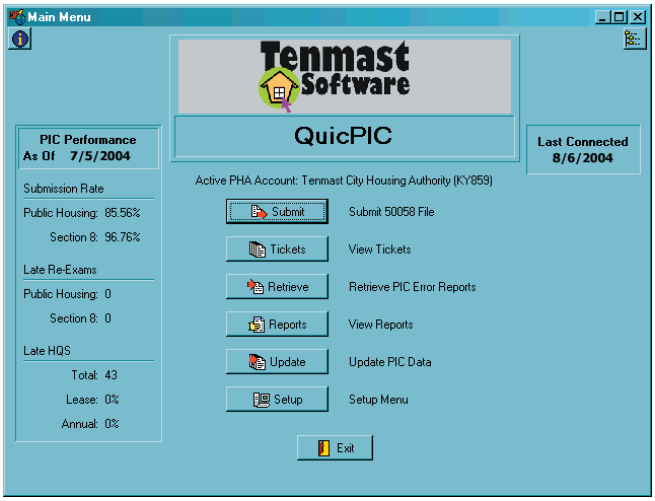
To download your PHA's PIC performance data and ensure that you have a current data set in QuicPIC, click the Update button on the Main Menu. The program automatically logs onto PIC and downloads a copy of the current performance data.

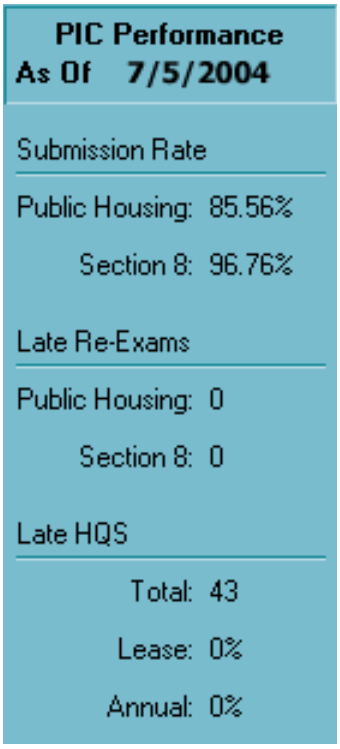
Once the data is updated, QuicPIC displays it on the Main Menu. The performance data display indicates the HUD refresh date in the last data update from PIC and displays the performance statistics in each category. These statistics include:

Submission Rate: The percentage of your households that have a current 50058 record in PIC. The percent is based on the number of occupied households, in either Public Housing or Section 8, that HUD has recorded in the PIC database.

Late Re-Exams: The number of households with late re-exams reported by PIC for either Public Housing or Section 8. This data is based on a PIC calculation of the number of households that have a 50058 record with an effective date that is older than 13 months.

Late HQS: the number of Section 8 units with late inspections. The data includes the number of late pre-lease inspections (i.e., pre-lease inspections with inspection dates that are later than the move-in date) and the number of late annual inspections.





Hint: PIC Data Updates

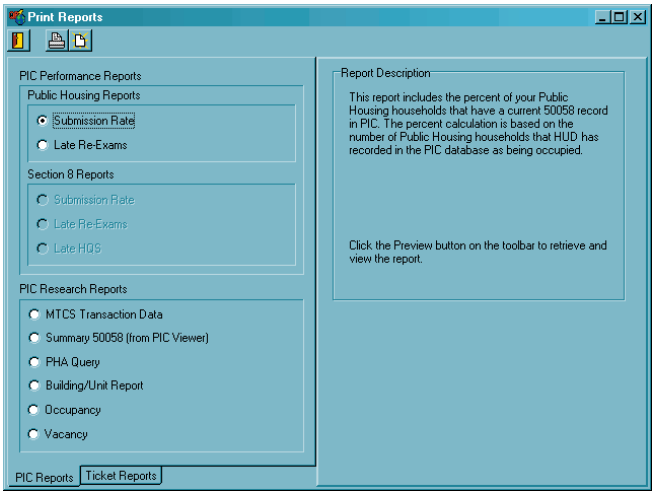
The performance data in PIC is not based on a "live" data set. HUD "pulls" the data for these performance reports from the PIC system once a month, generally on the first Friday of every month. Thus, the QuicPIC performance reports only reflect data as of the date the data was pulled by HUD. The date of HUD's refusal appears above the performance data on the QuicPIC Main Menu screen. Remember to click the Update button in QuicPIC at least once a month.

Hint: Some of this data isn't showing up!

If you want the program to update Public Housing or Section 8 performance data, you must have selected these HUD programs in the Setup area of QuicPIC. See the Setup section of this manual for more information.

Running/Viewing PIC Reports

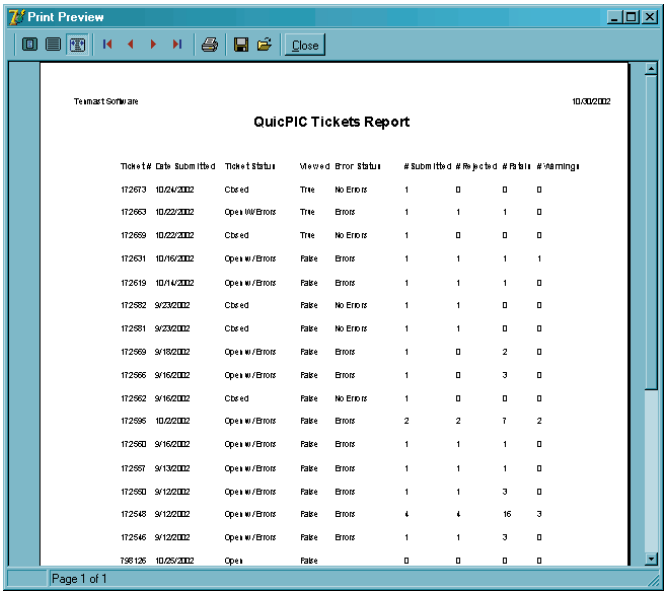
You can access your complete PIC performance data, as well as a large amount of other information, from the Reports area of the program. Click the Reports button on the Main Menu to open the Print Reports screen. This screen opens on the PIC Reports tab.

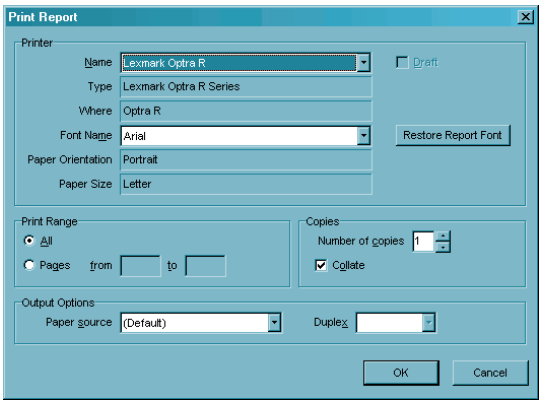

Print Reports
PIC Performance Reports
Public Housing Reports
Submission Rate
Late Re-Exams
Section 8 Reports
Submission Rate
Late Re-Exams
Late HQS
PIC Research Reports
MTCS Transaction Data
Summary 50058 (from PIC Viewer)
PHA Query
Building/Unit Report
Occupancy
Vacancy
Report Description
This report includes the percent of your Public Housing households that have a current 50058 record in PIC. The percent calculation is based on the number of Public Housing households that HUD has recorded in the PIC database as being occupied.
Click the Preview button on the toolbar to retrieve and view the report.
PIC Reports
Ticket Reports

The PIC Reports tab includes three sets of report options: Public Housing Reports, Section 8 Reports, and PIC Research Reports. The Public Housing Reports and the Section 8 Reports are based on the same data as the PIC Performance Data described on the previous page, but the reports available from this screen include more detail and are formatted for printing.

To view a report on screen, select the corresponding radio button. A brief description of the report appears on the right side of the screen. Click the Preview button. The Print Preview screen opens with a preview copy of the report. Review the error report, then click the Print button (described below) on the Print Preview screen's toolbar to print the report.

To print a report, select the corresponding radio button. A brief description of the report appears on the right side of the screen. Click the Print button. A standard Windows printer control dialog box opens. Select the printer to which you want to send the report and click Print.





Public Housing and Section 8 Reports

Submission Rate

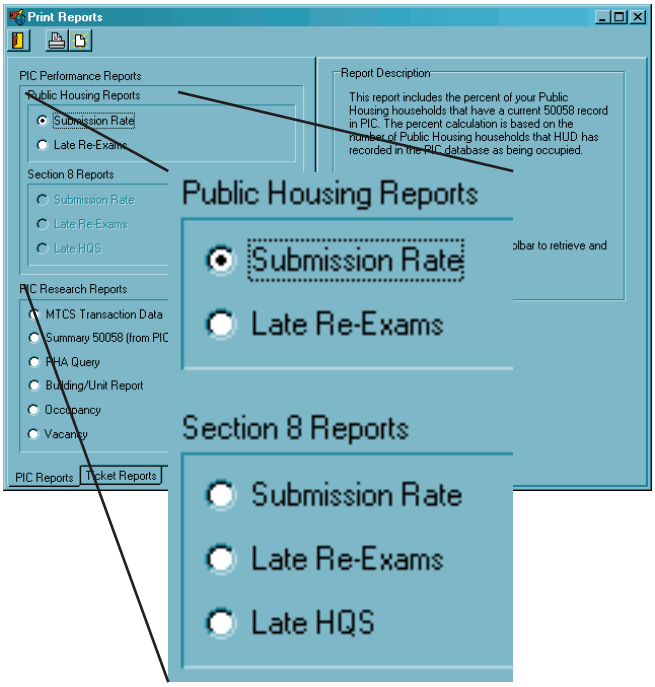
This report analyzes the percentage of your Public Housing or Section 8 households that have current 50058 records in PIC. The percentage is based on the number of occupied households that HUD has recorded in the PIC database.

Late Re-Exams

This report analyzes the number of Public Housing or Section 8 households with late re-exams reported by PIC. This data is based on a PIC calculation of the number of households that have a 50058 record with an effective date that is older than 13 months.

Late HQS

This report analyzes the number of Section 8 units with late inspections. The data includes the number of late pre-lease inspections (i.e., pre-lease inspections with inspection dates that are later than the move-in date) and the number of late annual inspections.



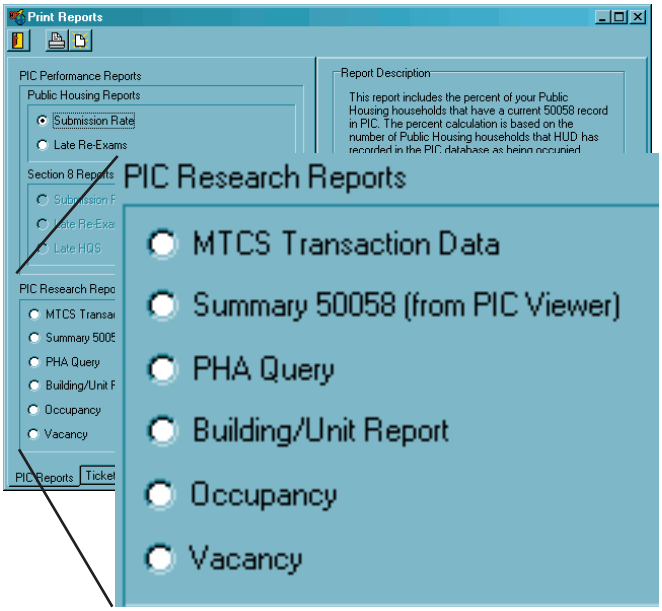
Hint: PIC Data Updates

The Public Housing and Section 8 data reports are based on the PIC performance data gathered by QuicPIC when you click the Update button on the Main Menu. This data is not based on a "live" data set. HUD "pulls" the data for these performance reports from the PIC system once a month, generally on the first Friday of every month. Thus, the QuicPIC performance reports only reflect data as of the date the data was pulled by HUD. That date appears above the performance data on the QuicPIC Main Menu. Remember to update this data in QuicPIC at least once a month.

PIC Research Reports

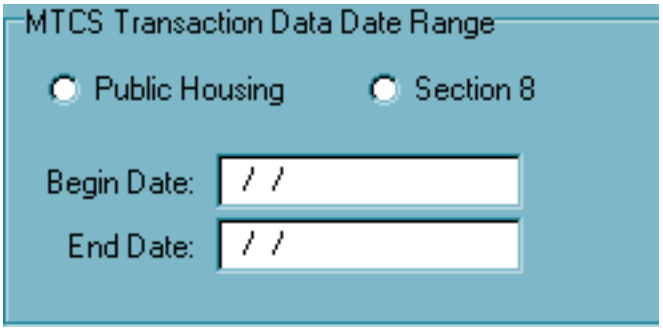
The PIC Research Reports provide you with automated access to research data in the PIC system.

NOTE: The PIC Research Reports do not rely exclusively on data stored on your system. They go directly to the PIC site to find their data. You must have an active Internet connection to use any of these reports.


Print Reports
PIC Performance Reports
Public Housing Reports
Submission Rate
Late Re-Exams
Section 8 Reports
PIC Research Reports
PHA Query
Occupancy
Vacancy
Report Description
This report includes the percent of your Public Housing households that have a current 50058 record in PIC. The percent calculation is based on the number of Public Housing households that HUD has recorded in the PIC database as being occupied.
PIC Research Reports
MTCS Transaction Data
Summary 50058 (from PIC Viewer)
PHA Query
Building/Unit Report
Occupancy
Vacancy

The PIC Research Reports include:

MTCS Transaction Data
This report provides a list of the current 50058 records in PIC for each household you currently assist in either Public Housing or Section 8 (select one from the pair of radio buttons that appears on the right side of the screen when you select this report). The report identifies the assisted family by Head of Household name and SSN, the type of action currently on file, and the effective date of the action. It also includes building and unit information if the household is a Public Housing participant.



Summary 50058
When you select this report, an SSN data field appears on the right side of the screen. Enter the SSN or of the Head of Household whose records you want to see. When you run the report, QuicPIC locates the current 50058 record for that family and generates a summary report that includes the name and SSN, type of action currently on file, and effective date of the action.

PHA Query
When you select this report, an SSN data field appears on the right side of the screen. Enter the SSN or of the Head of Household whose records you want to see. When you run the report, QuicPIC searches PIC for any Head of Household record that matches that SSN. The query searches the entire PIC database and identifies the PHA in which that Head of Household is or has been housed.

Building/Unit Detail
This report lists the building and unit data in PIC for all of your Public Housing developments. The report includes the development number, building number, entrance number, and unit number for each unit.

Occupancy
This report lists all units in your Public Housing developments that are occupied according to current PIC data.

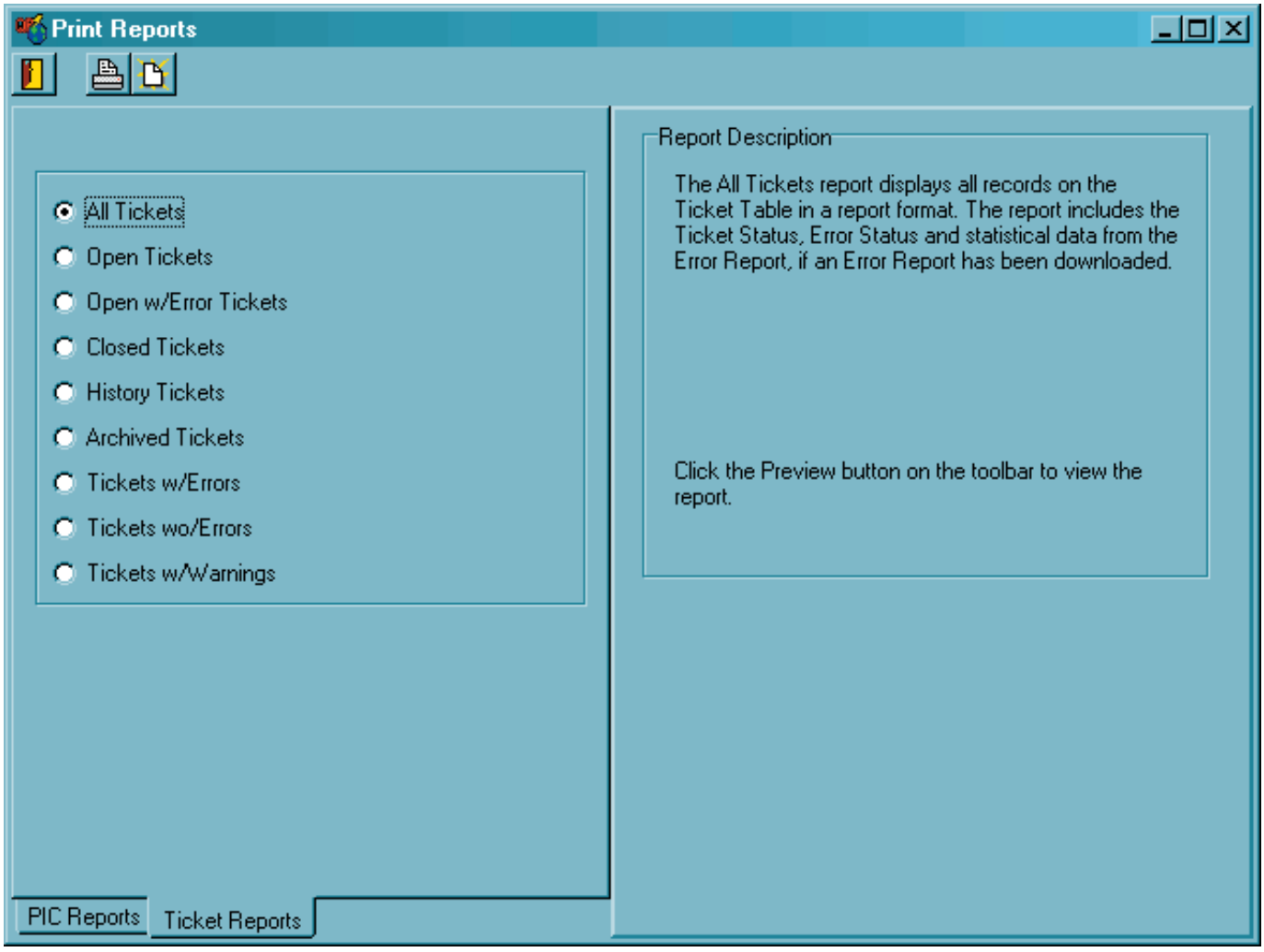
Vacancy
This report lists all units in your Public Housing developments that are vacant according to current PIC data.

Ticket Reports

You can access the statistical reports about your submission tickets from two locations in the program: the Reports button on the Tickets screen's toolbar or the Reports button on the main menu screen. The same statistical reports are available from both locations.

If you click on the Reports button on the Tickets screen's toolbar, a drop-down menu opens with the ticket report options. Click on any report option to open that report in a separate window.

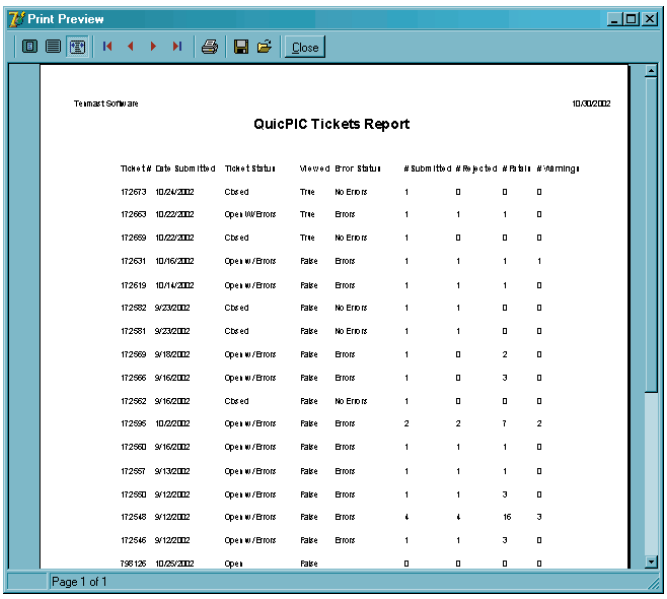
If you click the Reports button on the main menu screen, the Print Reports screen opens. Select the Ticket Reports tab in the bottom left corner of the screen:

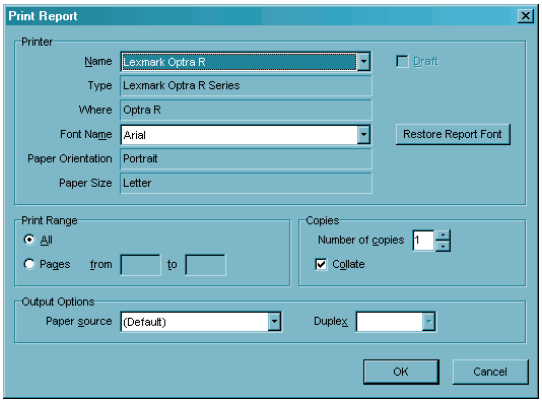

Print Reports
All Tickets
Open Tickets
Open w/Error Tickets
Closed Tickets
History Tickets
Archived Tickets
Tickets w/Errors
Tickets wo/Errors
Tickets w/Warnings
Report Description
The All Tickets report displays all records on the Ticket Table in a report format. The report includes the Ticket Status, Error Status and statistical data from the Error Report, if an Error Report has been downloaded.
Click the Preview button on the toolbar to view the report.
PIC Reports
Ticket Reports

Running/Viewing Ticket Reports

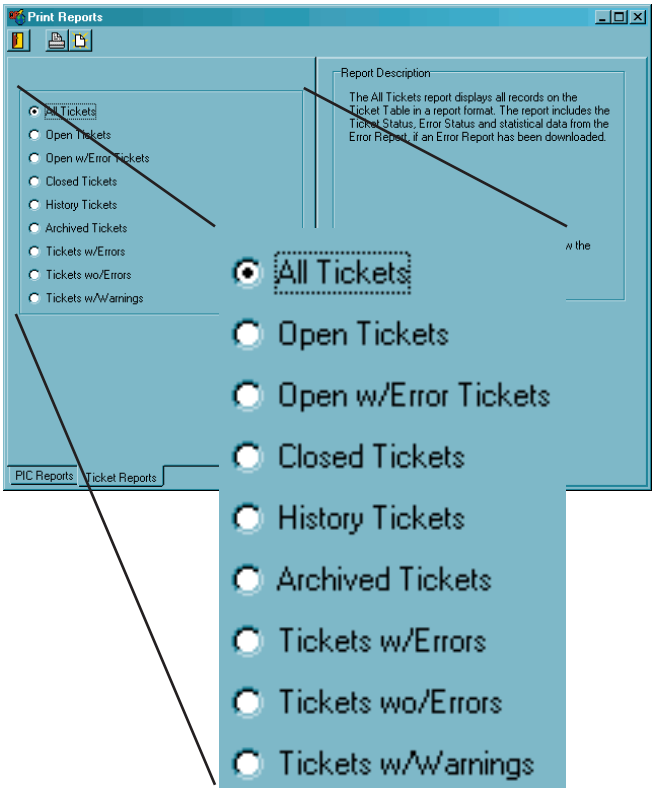
To view a report on screen, select the corresponding radio button. A brief description of the report appears on the right side of the screen. Click the Preview button. The Print Preview screen opens with a preview copy of the report. Review the error report, then click the Print button (described below) on the Print Preview screen's toolbar to print the report.

To print a report, select the corresponding radio button. A brief description of the report appears on the right side of the screen. Click the Print button. A printer control dialog box opens. Select the printer to which you want to send the report, along with any other print options you want to specify, and click Print.





Ticket Report Descriptions


Print Reports
Report Description
The All Tickets report displays all records on the Ticket Table in a report format. The report includes the Ticket Status, Error Status and statistical data from the Error Report, if an Error Report has been downloaded.
All Tickets
Open Tickets
Open w/Error Tickets
Closed Tickets
History Tickets
Archived Tickets
Tickets w/Errors
Tickets wo/Errors
Tickets w/Warnings
PIC Reports
Ticket Reports

All Tickets

The All Tickets report displays all records on the Ticket Table in a report format. The report includes each ticket's ticket status, error status, and statistical data from the error report, if an error report has been downloaded.

Open Tickets

The Open Tickets report displays only the records on the Ticket Table that have a ticket status of "Open." For those records, the report includes the ticket status, error status, and statistical data from the error report, if an error report has been downloaded.

Open w/Error Tickets

The Open w/Error Tickets report displays only the records on the Ticket Table that have a ticket status of "Open w/Error." For those records, the report includes the ticket status, error status, and statistical data from the downloaded error report.

Closed Tickets

The Closed Tickets report displays only the records on the Ticket Table that have a ticket status of "Closed." For those records, the report includes the ticket status, error status, and statistical data from the downloaded error report.

History Tickets

This report lists only the records on the Ticket Table that were imported using the Download Historical Tickets function of the program (e.g. tickets from before you installed QuicPIC).

Archived Tickets

This report lists only the records on the Ticket Table that you have marked as "archived" using the Archive function of the program.

Tickets w/Errors

The Tickets w/Errors report displays only the records on the Ticket Table that have a error status of "w/Errors." The "w/Errors" error status indicates that the error report returned at least one fatal error. For those records, the report includes the ticket status, error status, and statistical data from the downloaded error report.

Tickets w/o Errors

The Tickets w/o Errors report displays only the records on the Ticket Table that have a error status of “w/o Errors.” The “w/o Errors” error status indicates that the error report returned no errors. For those records, the report includes the ticket status, error status, and statistical data from the downloaded error report.

Tickets w/Warnings

The Tickets w/Warnings report displays only the records on the Ticket Table that have a error status of “w/Warnings.” The “w/Warning” error status indicates that the error report returned warning errors only. For those records, the report includes the ticket status, error status, and statistical data from the downloaded error report.

For additional information, please
visit us on the Internet:

www.QuicPIC.com/spt